

How To Make A Complaint

Mercantile Exchange House (UK) Limited, trading as Mercantile Exchange House (UK) Limited ("MBLEX, "we", "our" and "us") aims to achieve the highest possible standards in the service we provide. If you are not completely satisfied with any aspect of our service, you have the right to make a complaint.

1. How to make a complaint

- Call Customer Services on 02036381919. The lines are open from-10:00 to 17:30 Monday to Friday, Saturday 11:00 to 15:30 and Sunday Close
- If you prefer to send an email, please complete the 'Contact Ria' form on the website which can be found at: <https://www.meukltd.co.uk/contact-us/>

2. Once we receive a complaint

- We have an internal procedure for investigating complaints where a member of staff with the appropriate knowledge and authority will work to resolve the matter as quickly as possible.
- Complaints may be recorded and monitored for our internal use; we may submit an anonymous summary of complaints made to us during a particular period of time to our regulator. We will deal with a complaint promptly and fairly. We will try our best to resolve the complaint at the first opportunity. The complainant agrees that we may communicate with him preferably via phone, email and in the English language. In case we feel we need more time to resolve a complaint, we will send the complainant a final response within 15 business days of receipt of a complaint. In exceptional circumstances, we will send the complainant a holding reply within 15 business days specifying the deadline by which the complainant will receive our final response, being no later than 35 business days from the date of the initial complaint.
- If we are unable to resolve your complaint or give you a satisfactory explanation, it will be escalated to our Complaints Handling Team who will provide you with a complaint form so that we can gather further details about your complaint. The completed complaint forms should then be sent to Complaints Handling Team - Address: Mercantile Exchange House (UK) Limited, 108 Whitechapel Rd, London E1 1JD
- We will continue to promptly deal with your complaint and keep you informed of the progress of our investigation until your complaint has been resolved
- If you have any questions regarding your complaint, you should contact our customer services team (see section 1 above) or the Complaints Handling Team member who is dealing with your complaint.

3. Financial Ombudsman

- After 35 business days of making your complaint, if you are not satisfied with the investigation and/or our response, you may escalate your complaint to the Financial Ombudsman Service ("FOS") for consideration. If you have received our final response, you have six months from the date of the final response to refer the complaint to FOS.
- FOS is free of charge and further information is available at: www.financial-ombudsman.org.uk. You can write to
- FOS at: Financial Ombudsman Service, Exchange Tower, London E14 9SR. Tel: 0800 023 4567
- Please bear in mind that, should you decide to reach out to FOS in the first instance, FOS may re-direct the complaint to us for consideration and investigation.