

Complaints Procedure

In the event you are dissatisfied about a financial product or service provided to you by Capital Com (UK) Limited (hereinafter, the Company), contact us to submit your complaint, providing the following information to assist us in dealing with your complaint:

- Your Trading Account Number
- Cause of your complaint
- Details of the person or department of the company to whom the complaint should be directed.

The company has established an internal complaints management function who will be responsible to thoroughly examine and handle your complaint.

To resolve your complaint we will take the following steps:

1. We will confirm, within five (5) working days, receipt of your complaint and provide you with your Unique Reference Number. You should use said reference number in all future contact with us, the Financial Ombudsman and/or FCA regarding your complaint.
2. After thorough investigation, we will reply to your complaint within two (2) months, informing you about the outcome of our investigation, the actions that will be taken to resolve the matter, where appropriate, and offering you a solution. In the event that we are unable to respond within two (2) months, due to the complexity of the complaint, we will inform you of the reasons for the delay and indicate the period of time within which it is possible to complete our investigation. This period of time shall not exceed three (3) months from the submission of the complaint.

In the event that our final decision does not fully satisfy you, you may refer your complaint to the Financial Ombudsman. The Financial Ombudsman is an independent service for settling disputes between financial businesses and their customers. Details for the Financial Ombudsman will be provided on our final response.

Complaint

*All the fields are required

Name

Account Number

Email

Cause of Complaint

Message

Submit