

# Complaints Procedure

Effective date: January 2023

## COMPLAINTS PROCEDURE

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We are committed to providing a high standard of service to all our customers on every occasion. We do recognise however, that occasionally there may be circumstances where you are dissatisfied with the service you may have received.

If you have a complaint about any aspect of our service, then we would like to hear from you. You can contact us by telephone or in writing, by email or post on the details given below:

**Telephone:** +44 333 700 4096

All calls will be recorded for compliance and training purposes

**Email:** [info@maxdigital.com](mailto:info@maxdigital.com)

**Address:** LMAX Digital, Office 234 Regus, World Trade Center, Bayside Road, Gibraltar

- › Your name, address, and Username.
- › A clear description of your concern or complaint.
- › Details of what you would like us to do to put it right.
- › Copies of any relevant correspondence, such as emails.
- › A daytime telephone number where we can contact you.

We will try to resolve your complaint as quickly as possible and with minimum inconvenience to you.

Where we have not been able to resolve the matter, we will provide a written acknowledgement of your complaint by close of business five business days following receipt of your complaint. The acknowledgement will provide details of who will investigate your complaint and what their contact details are, what our understanding of your complaint is and what our complaint procedures are. We will then send you a written response within 8 weeks.