

## Customer Complaints Procedure

Our differential is the speed in which we pay offering competitive rates. We pay both current accounts as well as savings accounts to both individuals and legal entities.

### Complaints and dispute resolution

FX Master strives to give a high quality service to our customers. It is important for us to know if we do disappoint you. We welcome any service improvement suggestions that you may wish to make, please let your branch know or contact us at the address below: You may think the matter serious enough to complain.

Please make your complaint by:

Writing to:  
FX MASTER LIMITED  
30 Churchill Place  
Canary Wharf  
London, E14 5ER

Or using [the form](#) to send to us your complaint electronically.

If it is more convenient please call into any branch of Fx Master You can find the addresses at our website [www.fxmaster.co.uk](http://www.fxmaster.co.uk)

If we cannot resolve your complaint within 15 business days from initial receipt of your complaint, we will write to you anyway indicating the reasons for the delay in answering to the complaint and specifying the deadline by which you shall receive the final reply. Such final response will take no longer than 35 business days.

If you are not satisfied with the outcome of your complaint or not happy how the complaint has been handled please contact our compliance department at [compliance@fxmaster.eu](mailto:compliance@fxmaster.eu)

If you remain dissatisfied you may take the matter further by contacting the:

### The Financial Ombudsman Service

Exchange Tower  
London E14 9SR  
[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Telephone: [0800 023 4567](tel:08000234567)

You'll need to contact them within six months of the business's final response – in writing, over the phone or by visiting their website and completing their online compliant form – <https://help.financial-ombudsman.org.uk/help>