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## Complaints Procedure

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In the unlikely event of you having any reason to feel dissatisfied or need clarification with any aspect of our service you should contact Fortrade Support directly on: [support@fortrade.com](mailto:support@fortrade.com)

If they are unable to resolve the matter to your satisfaction you may refer it as a complaint to our Compliance department. The Compliance Department will carry out an impartial review of the complaint with a view to understanding what did or did not happen and to assess whether we have acted fairly within our rights and have met our contractual and other obligations.

Please contact us at: [compliance@fortrade.com](mailto:compliance@fortrade.com)

or

Compliance Department, Fortrade Limited, Michelin House, 81 Fulham Road, LONDON United Kingdom.  
SW3 6RD UK

To enable us to investigate and resolve your case as quickly as possible, please include the following:

- Your name, email address and Account (TP) number
- A clear and concise summary of the issue or complaint
- What you would like us to do in order to put matters right
- Copies of any relevant correspondence or emails
- A daytime contact telephone number

Once received, it will be dealt with in accordance with our complaints handling procedures, summarised below.

1. All complaints will be promptly acknowledged within 3 working days
2. Any complaint will be investigated and we will endeavour to send a final response or a progress report within 4 weeks

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### Risk Warning and Disclaimer

CFDs are complex instruments and come with a high risk of losing money rapidly due to leverage. 86.59% of retail investor accounts lose money with this provider. You should consider whether you understand how CFDs work and whether you can afford to take the high risk of losing your money. Be Aware: You can lose all, but not more than the balance of your Trading Account. These products may not be suitable for all clients therefore ensure you understand the risks and seek independent advice. This material does not constitute an offer of, or solicitation for, a transaction in any financial instrument. Fortrade accepts no responsibility for any use that may be made of the information and for any consequences that result. No representation or warranty is given as to the accuracy or completeness of this information, consequently any person acting on it does so entirely at their own risk.

[See full risk warning.](#)

Fortrade Ltd.is authorised and regulated in UK by the Financial Conduct Authority (FCA), Firm Reference Number (FRN): 609970. [Click here](#) to see Fortrade on the FCA website.

3. Where a final response is not possible within 4 weeks, we will attempt to finalise within 8 weeks. If we are unable to provide a response within this timeframe, we shall write and explain why and advise when a final response can be expected.
4. At all times, we shall treat customers fairly and with transparency in accordance with the FCA's Treating Customers Fairly ("TCF") protocol.
5. Should more than 8 weeks pass without a final response, or the customer is dissatisfied with the final response (or at any stage through the process) the matter may be referred to the Financial Ombudsman Service (FOS). The complaint must be referred to the FOS within 6 months of the date of the final response letter.

### **Financial Ombudsman Service (FOS)**

The Financial Ombudsman Service acts as an impartial adjudicator in the resolution of disputes and complaints with financial services firms in the UK. The service is completely free of charge.

Contact details for the FOS are as follows:

The Financial Ombudsman Service,  
Exchange Tower,  
London E14 9SR.

Telephone: 0800 0 234 567

To access a copy of the FOS explanatory leaflet, click on the link  
<http://www.fos.org.uk/publications/consumer-leaflet.htm>.

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