



Complaints Procedure

Below, you will find a summary of XTB Limited Complaints Procedure which may be of use to you in the event of an issue or complaint you wish to pursue.

To help us investigate and resolve your complaint you need to provide us with certain information as follows:

- Your name and address
- Your account number (if you have one)
- A daytime telephone number or an email address so we can contact you
- A clear description of your complaint
- Details of what you would like us to do

When submitting your query or complaint, you may do so by telephone, email, post, fax or via the client office.

Contact us by post:

Compliance Department
XTB Limited
Level 34, One Canada Square, Canary Wharf
London, E14 5AA, United Kingdom

Email: compliance@xtb.co.uk

Live-chat: www.xtb.co.uk

Telephone: +44 (0) 203 695 3084

Fax: +44 (0) 203 394 1713

We aim to resolve the complaint as quickly as possible and will provide an acknowledgment of the complaint promptly, as well as details of who is handling your complaint and how to contact them.

After we have investigated your complaint we will provide a final written response within 8 weeks of receiving the complaint.

If you are still unhappy with our efforts to settle your complaint you can refer the complaint to FOS - the Financial Ombudsman Service - who deal with unresolved complaints from individual clients and business customers with a turnover less than £1 million per year. You must refer your complaint to FOS within 6 months.

Write to:

The Financial Ombudsman Service
Exchange Tower
London E14 9SR

Telephone: +44 (0) 800 023 4 567 or +44(0) 300 123 9 123

Email: complaint.info@financial-ombudsman.org.uk or log on to: www.financial-ombudsman.org.uk