



Complaints Policy

*Multi Asset Solutions Limited a company registered
in England and Wales with company number
12590608. Our registered address is 131 Finsbury
Pavement, London EC2A 1NT*

ADDITIONAL INFORMATION ON OUR COMPLAINTS PROCEDURE

In the unlikely event of you having any reason to feel dissatisfied with any aspect of our service, in the first instance you should contact our client services team on **+44 208 61 62 303**, or email support@MAS-markets.com, as the vast majority of complaints can be dealt with at this level.

If our client services team is unable to resolve the matter you may refer it as a complaint to our compliance department. Please set out the complaint clearly, ideally in writing. The client must submit the complaint by sending an email to support@MAS-markets.com or via post directly to the Compliance Department using the following address:

Compliance Department

MAS Markets

131 Finsbury Pavement

London | EC2A 1NT

The complaint shall be logged with MAS Markets as soon as practical. The client must provide all the following information in the complaint:

- First name and surname;
- Company Name (*if relevant*);
- Contact information;
- Trading account identification number;
- Description of the circumstances and time of occurrence the complaint is based on;
- Identification numbers of relevant transaction orders and positions if necessary;
- If possible, documents or copies that would support the claim should be included;

MAS Markets has the right to refrain from reviewing a complaint if the complaint:

- Does not comply significantly with the format requirements;
- Does not allow identification of the applicant's identity;
- Does not include the basis of submitting a complaint.

Should the above occur, MAS Markets will naturally inform the client and request further information.

The compliance department will notify the client of its receipt of the complaint by email or to the client's registered address. 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. A full written response will be provided within eight weeks of receiving the complaint.

You are classified as a professional client, and if you feel that your complaint has not been resolved satisfactorily by the compliance department, you may be able to refer your complaint to the Financial Ombudsman Service if you are an 'Eligible Complainant'. The definition of an Eligible Complainant is as follows:

- **Consumers** – any person using or contemplating using the services of an authorised firm or an appointed representative.
- **Micro-enterprises** – any person engaged in economic activity, irrespective of legal form, employing fewer than ten persons and having a turnover or balance sheet figure not exceeding €2 million at the time the complaint is raised.
- **Charities** with an annual income of less than £1 million at the time the complaint is raised.
- **A trustee of a trust** with a net value of less than £1 million at the time the complaint is raised.
- **Certain SMEs** – with an annual turnover of £6.5 million and below and a balance sheet threshold of £5 million, or fewer than 50 employees.

The Financial Ombudsman Service is an independent organisation that was established to resolve disputes between financial institutions and their customers. Details of the Financial Ombudsman Service will be provided by the Compliance department in their final response to your complaint. Any reference to the Financial Ombudsman Service should take place within six months of the Compliance department's final response letter, and you should also note that the Financial Ombudsman Service will not consider a complaint until we have had the opportunity to address the complaint.

The address of the Financial Ombudsman Service is:

The Financial Ombudsman Service
Exchange Tower | London | E14 9SR

In the event that a situation arises that is not covered by the customer agreement, we will resolve the matter on the basis of good faith and fairness and, where appropriate, by taking such action as is consistent with market practice.

If we're unable to resolve a dispute internally, you can choose to raise the complaint via the [European Commission's Online Dispute Resolution](#) Platform, however it is likely that you will be referred to the FOS whose details are outlined above.