

Complaints Procedure

Customer Summary

LSEG FX Complaints Procedure

LSEG FX strives to meet our customers' expectations in every aspect of our business. However, we understand that sometimes things go wrong. We take all concerns and complaints seriously and will work with you to resolve any issues that you raise with us. We encourage feedback from our customers and welcome the opportunity to put things right where you are not satisfied.

Our complaints procedure allows us to investigate your concerns and for you to provide additional information so that we can address the problem as quickly and effectively as possible. Our adherence to a structured complaints process enables us to improve our service and ensures that our customers can communicate with us effectively.

This Procedure covers our LSEG FX trading products, including FXall, Matching, Price Stream, Order Book, Conversational Dealing, and Callouts.

Who do I complain to?

To raise a complaint with us you can email us at FXClientComplaints@lseg.com.

Complaints received by telephone, writing or any other medium will be forwarded to the relevant team for processing.

The complaints process

We take every opportunity to resolve complaints at the first initial point of contact. Immediate resolution is always attempted where possible and where little, or no investigation is required. We aim to resolve most face to face and telephone issues in this manner.



LSEG FX

Our frontline employees are trained to deal with your issues and are equipped to resolve your complaint as it relates to their area of service or expertise. However, should you feel that your concerns remain unresolved, you will be offered the option of making a formal complaint.

Our complaint handling process is simple and easy to use. Once you have lodged a formal complaint with us, we will:

- Assign your complaint to a Case Handler who will record your complaint on our complaint register
- Assign your complaint a unique reference number and provide you with a written acknowledgement within 3 business days
- Assess your complaint and investigate the matter fully
- Where applicable, refer your complaint for further investigation with an expert on subject matter and issues raised
- Where applicable, contact you to request clarification or additional information
- Provide you with a final written response within 30 business days of receipt of your complaint containing details of our investigation, the findings and any actions taken as a direct result of your complaint. If we feel we need longer to investigate the complaint thoroughly, we will let you know as soon as possible with the reasons for extending this period

What you can expect

When you submit a formal complaint to us, we follow our formal complaints procedure to ensure that all issues and concerns are addressed quickly and effectively. When you lodge a complaint with us, you can expect:

- To have your complaint resolved in a timely, effective, and fair manner
- A dedicated Case Handler to deal with your complaint
- A written acknowledgment within 3 business days of your formal complaint being received
- All responses to be made in writing
- Your complaint to be fully investigated in an independent and compliant manner
- To receive our findings and final decision within 30 business days of the initial complaint being received
- To be provided with the details of our investigation and our findings regarding the issues you have raised. This includes being provided with the measures and actions we have taken as a direct result of your complaint
- To be kept updated on our progress if we are unable to provide a satisfactory response within our target response times