



## Complaints Handling Policy

### 1. Introduction

FX808 LIMITED is committed to providing the highest standard of service to our clients. However, we recognize that there may be occasions when our clients may feel dissatisfied with the service they have received. This Complaints Handling Policy outlines how clients can lodge a complaint, and how FX808 LIMITED will handle and resolve such complaints.

### 2. Purpose

The purpose of this policy is to ensure that all complaints are handled fairly, promptly, and consistently. Our objective is to resolve any issues our clients may have as quickly and efficiently as possible, while continually improving our services.

### 3. Definition of a Complaint

A complaint is defined as any expression of dissatisfaction, whether oral or written, about the provision of, or failure to provide, a financial service by FX808 LIMITED, which alleges that the complainant has suffered (or may suffer) financial loss, distress, or inconvenience.



## 4. How to Make a Complaint

### 4.1 Lodging a Complaint

Clients may lodge a complaint by any of the following means:

Email [info@fx808.com](mailto:info@fx808.com)  
Postal Mail FX808 LIMITED  
96 Fountainbridge  
Edinburgh, Scotland, EH3 9QA

### 4.2 Information Required

When lodging a complaint, please provide the following details to help us address the issue more efficiently:

Your full name and contact details  
Your account number (if applicable)  
A detailed description of your complaint  
Any relevant documents related to the issue  
The outcome you are seeking



## 5. Acknowledgement of Complaint

We will acknowledge receipt of your complaint within two business days. This acknowledgement will include:

- Confirmation that we have received your complaint
- The name and contact details of the person handling your complaint
- A reference number for your complaint

## 6. Investigation and Resolution

### 6.1 Investigation

We will thoroughly investigate your complaint, which may involve:

- Reviewing relevant documents and records
- Speaking with the relevant staff members
- Contacting you for further information or clarification

### 6.2 Timeframe for Resolution

We aim to resolve all complaints within 15 business days of receipt. If we are unable to provide a final response within this period, we will:

- Inform you of the reason for the delay
- Provide an update on the progress of the investigation
- Give an estimated timeframe for resolution



### 6.3 Final Response

Once our investigation is complete, we will provide a final response in writing. This response will include:

- A summary of the investigation and findings
- Our decision regarding the complaint
- Any remedial actions we propose to take (if applicable)
- Information on how to escalate the complaint

### 7. Escalation of Complaints

If you are not satisfied with our final response, you may escalate your complaint to the Financial Ombudsman Service (FOS) within six months of our final response. The FOS provides an independent and impartial dispute resolution service.

### 8. Record Keeping

We will retain records of all complaints and the actions taken to resolve them for a minimum of five years from the date of resolution. This helps us monitor the effectiveness of our complaints handling process and ensures compliance with regulatory requirements.

### 9. Continuous Improvement

FX808 LIMITED is committed to continuously improving our services. All complaints are reviewed regularly to identify any recurring issues or trends, and we use this feedback to enhance our services and prevent future complaints.