



In the unlikely event of you having any reason to feel dissatisfied with our services please contact our Customer Services department on +44 (0) 207 0433733 or email info@linearmarkets.com

If you feel your matter has not been resolved to your satisfaction by Customer Services you can then escalate it to our Compliance department. In doing so, please detail all aspects of your complaint, including your name, account number, detailed account of your dispute.

You can either write by email to info@linearmarkets.com with the Compliance Department written as the subject or

The Compliance Department
Linear Markets Limited
Office A303.8 Tower Bridge Business Complex
100 Clements Road
London
SE16 4DG

If you are classified as a retail client, and you do not feel that your complaint has been resolved satisfactorily by the Compliance department, you are able to refer your complaint to the Financial Ombudsman Service. 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 must 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:

Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London
E14 9SR