

2018

Complaints Procedure

OGM Complaints Procedure

INFORMATION ABOUT OUR COMPLAINTS PROCEDURE

OGM strives to build strong, long-lasting relationships with all our stakeholders, including and most importantly with our clients. In keeping with this, we view your comments, suggestions and concerns as matters of premiere importance. We also recognize that a client's dissatisfaction is an opportunity for us to improve by enhancing our products and level of service.

WHAT SHOULD I DO IF I HAVE A COMPLAINT?

In the unlikely event that you are dissatisfied with the service provided by OGM, please contact our Customer Service as soon as possible at 0203 034 6401 or via email at compliance@ogm.market

If you have a trading question, you can submit a trade inquiry by submitting an email to us. Please note that all trading inquiries must be logged as quickly as possible after the trading issue has occurred. We have a dedicated team of professionals that are trained to research and resolve trade inquiries. Once the trade has been researched you will be contacted and you will receive a full explanation of what occurred on the trade(s) that were reported for investigation. If team determines you were negatively impacted by a technical issue, an adjustment may be offered.

If our customer service or trade audit teams are unable to resolve the matter or if you wish to submit a complaint without working with our customer service or trade audit teams, you may submit a formal complaint in writing to us via email at compliance@ogm.market.

The complaint will receive an impartial review to determine if we have acted fairly within our rights and have met our contractual obligations. We will acknowledge your complaint promptly, and a full written response will be provided within eight weeks of receiving the complaint.

If you are not satisfied with our resolution of your complaint or if we do not respond to your complaint in reasonable time, you may have the right to escalate your complaint further. We've provided details of your various options below; however, you should note that while you may have multiple avenues through which you can escalate your complaint, it is our experience that only one dispute resolution service will hear your complaint at a time and you will not be permitted to recover multiple awards for the same complaint.

UK FINANCIAL OMBUDSMAN SERVICE

If you are classified as a retail client, and you do not feel that your complaint has been resolved satisfactorily or if we do not resolve your complaint within eight weeks of receiving it, 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. Any reference to the Financial Ombudsman Service must take place within six months from the date that we issue our final response to the complaint filed. Please also note that the Financial Ombudsman Service will not consider a complaint until we have had the opportunity to address the complaint.

You may submit a complaint to the Financial Ombudsman Service online or by mail. For more information about the Financial Ombudsman Service or to submit a complaint, please visit the [Financial Ombudsman Service's Website](#).

The address of the Financial Ombudsman Service is:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR
United Kingdom.

EUROPEAN ONLINE DISPUTE RESOLUTION PLATFORM

If we're unable to resolve a dispute internally and you are an EU resident, you can also choose to raise a complaint via the [European Commissions Online Dispute Resolution Platform](#). However, since the Financial Ombudsman Service was established to deal with complaints regarding financial service firms based in the United Kingdom, it is likely that you will be referred to the Financial Ombudsman Service, whose details are outlined above.