

In the unlikely event of you having any reason to feel dissatisfied with our services, please contact our Customer Services department by email complaints@livemarkets.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 and the Broker Partner and or Portfolio Manager you are working with.

Livemarkets as an introducing broker will most likely have no eligible complaints, but will be able to assist its customers in the location of the complaints procedure with the Broker Partner and or Asset Manager.

Livemarkets

Livemarkets Ltd will keep a log of any complaints made by its customers.
The log will include:

- The customer name and address
- The Broker Partner who is to receive such complaints
- The date the complaint is made
- Any results of the complaint from the Broker Partners compliance team.

Anyone who receives an oral or written complaint from a customer should immediately inform the Broker Partners compliance team in writing of the following:

- Description of relevant investment activity;
- The nature of complaint in as much detail as possible (ideally actual words used on the telephone or in a letter);
- The exact time and date of complaint;
- The proposed action to resolve it.

It is not always clear that a complaint is being made - sometimes it is simply a general expression of unhappiness with the standard of the Firm's services. In such cases it is still important that the possible complaint should be brought to the attention of the Compliance Department, although this can be done orally.

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

The Compliance Department

Vista Centre, 50 Salisbury Road, TW4 6JQ, London- United Kingdom (company number 9203957).

If you do not feel that your complaint has been resolved satisfactorily by the Compliance department and you are a retail client, you are able to refer your complaint to the Financial

Ombudsman Service. The Financial Ombudsman Service is an independent organization 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
Exchange Tower
London
E14 9SR
Email: complaint.info@financial-ombudsman.org.uk
Telephone: +44 (0) 20 7964 1000