

Complaints Policy

TradeStation International Limited (FRN: 445531) is authorised and regulated by the Financial Conduct Authority (“FCA”). We are required to have in place clear and effective procedures for the reasonable and prompt handling of complaints.

TSIL is committed to providing all clients with the highest quality of products and services and acting in their best interests at all times. Where you wish to make a complaint, this document sets out the procedures that we will follow in handling any complaint.

Making a complaint

If you wish to make a complaint, please advise us at the following contact details:

Compliance Officer, Mrs. Evelina Greig

Address: P03 The Old Power Station, 121 Mortlake High Street, London, SW14 8SN, UK

Email: egreig@tradestation.com ; Phone: +4402084878863

Time limits for handling complaints

We aim to address and resolve any complaints we receive as quickly as possible and abide by FCA regulations on complaint handling.

We will acknowledge receipt of a complaint within 5 working days of receiving it. Your complaint will be sent to the relevant department to be investigated. We will keep you updated with their findings.

We have a duty to either resolve your complaint or send you a holding letter explaining any delay within 4 weeks. A final decision regarding your complaint must be sent to you within 8 weeks from the receipt of the complaint.

In the unlikely event that we have not finished investigating your complaint 8 weeks after we received it, we will send you a further letter to explain why we haven't been able to reach a decision and advise when you can expect our decision.

At that point, you have the right to refer your complaint to the Financial Ombudsman Service, free of charge – but you must do so within six months of the date of this letter.

If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.

The FOS is an independent arbitration service provided free for consumers. Where you are dissatisfied with the final outcome, you have 6 months to refer the matter to the FOS:

Address: Exchange Tower, London E14 9SR

Telephone: 0800 023 4567; Website: <https://www.financial-ombudsman.org.uk/>

Making a complaint online: <https://www.financial-ombudsman.org.uk/contact-us/complain-online>

Should you have any questions regarding your complaint, or our complaint handling procedures please contact egreig@tradestation.com