

Complaints Policy

TradeStation International Limited (“TSIL”), 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

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. It will be investigated by someone who was not originally concerned in the matter which is the subject of complaint. 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 of the receipt of the complaint. We will explain the reasons for our decision and any action we’ll take to put things right.

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.

If we have not resolved the complaint to your satisfaction or we have not been able to resolve the complaint within 8 weeks, **you have the right to refer your complaint to the Financial Ombudsman Service, free of charge** (see leaflet for further information: www.financial-ombudsman.org.uk/businesses/resolving-complaint/ordering-leaflet/leaflet).

You must refer it within six months of the date of this letter.

The Financial Ombudsman Service, is an independent complaints adjudication arbitration service that is provided free for consumers.

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