



ARRACO Group Complaints policy

Complaints Process Purpose

This process provides information to Clients (“Clients” or “you” or “your”) of ARRACO Group (“ARRACO” or “we” or “us” or “our”) who wish to register a complaint.

We value our relationship with our Clients and it’s important that we can help resolve any issues you may have. That is why we are committed to supporting your interaction with ARRACO in a way which is open, transparent and not misleading.

Therefore, we encourage you to let us know if you are not satisfied with any of the services or products that we provide. If you have a complaint about any of our services, please share your concerns right away so we can help you and resolve your complaint as quickly as possible.

Scope

This process applies to any Client of ARRACO who is not satisfied with the service provided in our capacity as an FCA regulated institution, or as part of the global group.

What is the process to filing a complaint?

If a Client wishes to make a formal complaint, the notification must be made via email or letter to ARRACO’s Compliance Department and include the information stated below:

Head of Compliance, ARRACO Global Markets Ltd, Unit 2 Riverside West, London, SW18 1DF.
Compliance@arraco.com

Information to include:

- Name of the Client and the name of Client’s contact person
- Client’s contact details: postal address, e-mail address and telephone number(s)
- Information regarding your complaint: date, service, product, issue, trade references
- The name of your ARRACO broker / sales person If you would rather email the compliance team, please do so here; Email: Compliance@arraco.com