

Tera Europe – SUMMARY OF COMPLAINTS POLICY & PROCEDURE

1. We aim to acknowledge your complaint as soon as we receive it (indicatively within 72 hrs), we will inform you that your complaint was or will be forwarded to the relevant department.
2. We will investigate your complaint and endeavour to send a final response to you within 4 weeks of receipt of your complaint. If we are unable to provide you with a final response within this time we will send you an update.
3. We will endeavour to send a final response to you within 8 weeks of receipt of your complaint. If we are unable to provide you with a final response within this time frame, we will write to you explaining why and advise you when you can expect a final response.
4. If more than 8 weeks from the date of your complaint has past and you haven't received a final response, or you are dissatisfied with the final response you have received from us, you are entitled to refer your complaint to the Financial Ombudsman Service (FOS), they can be contacted at the following:

The Financial Ombudsman Service (FOS)

Exchange Tower
London E14 9SR

The FOS's consumer leaflet <https://www.financial-ombudsman.org.uk/publications/ordering-leaflet/leaflet#>

Website <https://www.financial-ombudsman.org.uk/>

Link to submit your complaint online <https://www.financial-ombudsman.org.uk/contact-us/complain-online>

email: complaint.info@financial-ombudsman.org.uk

Telephone when calling from abroad: +44(0)2079640500

Tel: 0300 123 9 123 or free line 0800 023 4567

<http://www.financial-ombudsman.org.uk/>

<http://www.financial-ombudsman.org.uk/help/languages.html>

You must refer your complaint to the Financial Ombudsman within 6 months of the date on the final response. An explanatory leaflet of the FOS will be provided with any final response provided by us or is available upon request.

1. INTERPRETATION OF TERMS

- 1.1. Unless indicated to the contrary, the terms included here shall have a specific meaning and may be used in the singular or plural as appropriate.

For avoidance of doubt, **Client** means the 'client' as defined in the 'Client Agreement/Terms of Business' available online via [this link](#).

2. INTRODUCTION

- 2.1. Tera Europe Limited trading as TeraFX, Tera Financial incorporated in England and Wales under company number 07604372 with registered office at Office 701, One Canada Square Canary Wharf, London E14 5AA | T +44(0)203 048 4764, United Kingdom is authorised and regulated by the Financial Conduct Authority ("FCA"). FCA Registration number 564741 and be checked on the FCA's register by visiting the FCA's website or by contacting the FCA telephone (free phone) 0800 111 6768. Abroad you can telephone +44 20 7066 1000 or email at consumer.queries@fca.org.uk.

3. SCOPE OF THE COMPLAINTS HANDLING PROCEDURE

- 3.1. The Complaints Handling Procedure ('the Procedure') sets out the processes employed when dealing with *complaints* received by clients.

4. DEFINITION OF A COMPLAINT

4.1.a A query is a request from the client for clarification or further information. If you are dissatisfied with our services, or if you have a query regarding your account or activity with us, you may contact the Customer Support Department via live chat, e-mail or telephone. Our Customer Support Department will determine if your query can be resolved immediately or if it will require further investigation; if your query cannot be resolved immediately, we remain committed in addressing and/or resolving it in a prompt manner (usually within 48 business hours but can be longer depending on the operational requests volume).

4.1.b A complaint is defined by the FCA as an expression of dissatisfaction whether oral or written, and whether justified or not in relation to the provision of or failure to provide financial services by the Firm or a third party with whom the Firm has some connection in marketing or providing financial services or products.

4.2 A *complaint* or enquiry shall include:

- the client's name and surname;
- the client's trading account number;
- the affected transaction numbers, if applicable;
- the date and time that the issue arose; and
- a description of the issue.

4.3 A *complaint* must not include offensive language directed either to Tera Europe or Tera Europe's employee.

5. PROCEDURE

5.1. All *complaints* must be recorded in writing and shall be addressed, in the first instance, to the Customer Support Department. If the client receives a response from the Customer Support Department but deems that the complaint needs to be raised further the client may either ask the Customer Support Department to escalate it to the Compliance Department or directly contact the Compliance Department (compliance@terafx.co.uk), which will independently and impartially investigate it.

5.2. Both the Customer Support Department and the Compliance Department will thoroughly examine any complaints as required (taking into account any information contained within the records of the Firm, including but not limited to the client's trading account journal) to reach a fair outcome.

5.3. Both the Customer Support Department and the Compliance Department shall: (i) send an initial response to the client, (ii) resolve complaints as soon as reasonably practicable and (iii) inform the client accordingly.

5.4. All complaints shall be treated confidentially.

6. FAQs

6.1. Questions regarding this Procedure should be addressed, in the first instance, to the Customer Service Department.

7. CONTACTS

7.1. Customer Support Department E-mail: customerservice@terafx.co.uk

7.2. Compliance Department E-mail: compliance@terafx.co.uk