

Official Complaints Procedure

Thomas Exchange UK Ltd (from this point forward referred to as TEFX) has an official complaints department which resides within the responsibilities of the compliance department.

If a customer wishes to make a complaint about any of TEFX services or employees, they may use the form below or request a form readily available at any TEFX branch. To launch an official complaint the customer must send the form to the compliance department via either email or post. The customer also has the option to phone the compliance department directly. All complaints over the phone will be handled by the nominated officer or compliance officer; if the nominated officer or compliance officer are unavailable then the responsibility lies with the deputy nominated officer. All contact details for the compliance department are available on the complaint form.

Once a complaint has been officially logged the compliance department will aim to contact the customer within one working day and no later than three working days.

The compliance department will look to resolve the complaint straight away; if this is not possible then the complaint will be given high priority by the nominated officer until an amicable resolution can be found.

If the decision is not made within eight weeks from the date of the complaint or the customer is not happy with verdict then the customer has the right to refer their complaint to the Financial Ombudsman Service on the contact details below.

The Financial Ombudsman Service

Exchange Tower

London

E14 9SR

website: www.financial-ombudsman.org.uk

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

phone:

0800 023 4 567

Calls to this number are now free on mobile phones and landlines

0300 123 9 123

Calls to this number cost no more than calls to 01 and 02 numbers

Customer Complaint Form

Please fill in your details below, if you need any help with your complaint please contact our **compliance department** on **0207 256 7457**

Customer information	
First Names:	Surname:
Landline:	Work/mobile:
Address:	
Postcode:	Email:

Complaint details	
Date of Incident:	Time:
Type of deal (e.g. counter, fastrack, buyback, etc):	Deal number (if applicable):
Currency :	Amount:
Branch:	Name of employee:
Please describe the reason for your complaint:	

Signature

Date

Once completed please send this form to the compliance department and our complaints team will aim to be in touch within one working day and no later than three working days. You can send by either post or email to

Compliance Department
Thomas Exchange UK Ltd
48 Bishopsgate
London
EC2N 4AJ
compliance@tefx.co.uk

If you are not satisfied with our final response to your complaint or more than eight weeks has passed since the complaint was first raised and there has been no resolution, you have the right to refer your complaint to the Financial Ombudsman Service.

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR
website: www.financial-ombudsman.org.uk
email: complaint.info@financial-ombudsman.org.uk
phone:
0800 023 4 567
Calls to this number are now free on mobile phones and landlines
0300 123 9 123
Calls to this number cost no more than calls to 01 and 02 numbers