

Henyep Capital Markets (UK) Limited  
Treating Customers Fairly  
(version 1.1)

## Treating Customers Fairly

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Henyep Capital Markets (UK) Limited (“HYCM”, “The Company”, “The firm”, “we” or “us”), is authorised and regulated by the Financial Conduct Authority in the UK. The company appears on the FCA's Register: HYCM's FCA registration number is 186171. Further information may be obtained from the FCA's Register by visiting the FCA's website <http://www.fca.org.uk/register>.

This statement details our policy with regard to FCA Principle 6: “A firm must pay due regard to the interests of its customers and treat them fairly”. The fair treatment of customers is one of the key principles of the Financial Conduct Authority in the UK. The FCA requires firms to be able to demonstrate that they are consistently treating their customers fairly. At HYCM the Directors and Senior Management are committed to ensuring that the FCA principle of Treating Customers Fairly (TCF) is applied in all aspects of our business activities.

HYCM has a strong customer focus. We recognise that fair treatment of our customers is about adding value to the service we offer. Our customers are our most valuable asset and our aim is to ensure that you receive a user-friendly, robust, reliable and great value service. As a part of our overall approach we are fully committed to treating our customers fairly and as such we endeavour to meet your expectations of high quality service in the following ways:

1. We ascertain the appropriateness of the requested service for all new clients prior to offering them an account, to ensure that it is in line with their knowledge and experience. In addition to this we work hard to ensure that product and risk information remains clear and prominent at all times.
2. We continually aim to understand the needs of our customers, to keep you fully informed in a clear and fair manner that is unambiguous and not misleading. We endeavour to ensure that you understand and are reminded of the risks associated with our trading products.
3. We provide valuable educational tools and a constantly evolving trading platform to match your trading requirements. We strive to provide an uninterrupted trading service and highly competitive spreads. In addition to this we offer effective and easily understood risk management tools.
4. We respond in a timely manner to our customers’ and prospective customers’ questions and queries and promptly address any issues or concerns. All customer complaints are dealt with and escalated as appropriate and as required by us in order to meet our obligations to you and our regulator (the UK Financial Conduct Authority).