

# Complaints

Version July 2017

## Complaints

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Henyp 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>.

We pride ourselves on offering a high standard of customer service and we take all customer complaints seriously. The firm has internal procedures for handling customer complaints fairly and expeditiously in accordance with the requirements of our Regulator the Financial Conduct Authority (FCA).

### Definition of a Complaint

Any oral or written expression of dissatisfaction, whether justified or not, about the provision of, or failure to provide, a financial service which: alleges that the complainant has suffered (or may suffer) financial loss, material distress or material inconvenience provided by HYCM.

A complaint shall include:

- the client's full name or Company name;
- the client's account number;
- the affected transaction numbers, if applicable;
- the date and time that the issue arose; and
- a full description of the issue with supporting documentation where applicable

A complaint must not include:

- Offensive and derogatory language directed at HYCM employees or affiliates

### Procedure

In the event of you having any reason to feel dissatisfied with any aspect of our service, in the first instance you should contact our Customer Services Department. Most customers' concerns can be resolved by our Customer Services staff, who will do all they can to help.

If the complainant receives a response from the Customer Support Department but deems that the complaint needs to be raised further, the complainant may either ask the Customer Support Department to escalate it to the Compliance Department or directly contact the Compliance Department (who promises to investigate all complaints independently and expeditiously).

The time limit set by the regulator, the FCA, to provide you with a final response is 8 weeks from the date of receipt of your complaint, although we will aim to resolve all complaints as soon as possible.

The Compliance department is responsible for the supervision of the complaints resolution process and can be contacted at the following address:

The Compliance Officer  
Henyp Capital Markets (UK) Limited  
28 Throgmorton Street  
London EC2N 2AN  
United Kingdom

Email: [complaints@uk.hycm.com](mailto:complaints@uk.hycm.com)

## The Financial Ombudsman Service

Henyep Capital Markets (UK) Limited is a member of the Financial Ombudsman Service (FOS). If you are dissatisfied with our treatment of your complaint, you may refer the matter to the FOS within six months from the date of our final response. Their contact details are as follows:

Financial Ombudsman Service  
Exchange Tower  
London E14 9SR

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Phone: 0800 023 4567 or 0300 123 9123  
Phone: +44 20 7964 0500 (for calls from outside the UK)