



## Edgewater Markets Limited Complaints Policy

Edgewater Markets Limited (“**EML**”) is a company incorporated in the United Kingdom, company number 08730386, and regulated by the Financial Conduct Authority, Firm Reference Number 988539.

While EML maintains the highest professional standards when dealing with our clients, there may be occasions where you may wish to submit a complaint. In doing so we shall address your problem and ensure there is no repetition of the issue.

EML is committed to ensuring fair outcomes, ensuring that unfair outcomes.

### **How to submit a complaint?**

If you have a complaint concerning our service, please advise us as soon as possible.

We shall deal with your complaint efficiently and effectively, and to do so we established necessary procedures. We politely request that complaints are made in writing to Mr. Rogan either via Email to [london@edgewatermarkets.com](mailto:london@edgewatermarkets.com) or via mail to:

**Mr. B. Rogan**  
Head of Compliance  
Edgewater Markets Limited  
9<sup>th</sup> Floor  
30 Crown Place Financial  
London  
EC2A 4EB

To help assist EML to address your complaint, please include where possible:

Name of Account:

Account Number:

Address of complainant:

Name of complainant:

Full details of the complaint, including but not limited to:-

- Date of the event causing the complaint.
- Time of the transaction(s) causing the complaint.



- Products eg currency pairs.
- Name of EML employee if any with whom you have discussed the matter.
- Compliant Description.

## Complaints Resolution

1. Upon receipt of your complaint, EML will send you a written acknowledgement **the next working day** to inform you that EML is in the receipt of your complaint and that it will be investigated in a timely manner.
2. EML will ensure you are kept informed of the progress of the measures being taken for resolution of the complaint. Subsequently, EML will write to you after **four weeks** if a final decision has not been reached.
3. EML will issue a final response to you **within 8 weeks**<sup>1</sup>. For eligible complainants, EML will also inform you about options for referral to the Financial Ombudsman Service.
4. However, if your complaint is more complex and requires further investigation by us, we will keep you up to date regarding the progress of investigation, status, and reasons for delay.
5. An update will be provided monthly (every four weeks) until the complaint case has been resolved.

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## Financial Ombudsman Service

Your complaint may be eligible for referral to the Financial Ombudsman Service, however based on EML's Client base this is unlikely. The Financial Ombudsman Service can be contacted at:

**Address:** The Financial Ombudsman Service, Exchange Tower, London E14 9SR

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<sup>1</sup> Where EML resolves your complaint by the close of business on the third business day following the receipt of the complaint, EML will issue a final response to you advising that it considers the complaint to be resolved. Where you are an eligible complainant, EML shall inform you about your options for onward referral to the Financial Ombudsman Service.

# EDGEWATER

**Tel: 0800 023 4567** (free for most people ringing from a fixed line) or **0300 123 9123** (cheaper for those calling using a mobile) or **44 20 7964 0500** (if calling from abroad)

**Email:** [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

**Website:** [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)