

## **Complaints Procedure**

The following procedures should be followed in the event of a complaint regarding the way in which Chi-X Europe Ltd (Chi-X) conducts its business.

Please note that complaints must be lodged within 2 years from the event from which the complaint arises.

### Initial Discussion of Complaint

In the first instance complaints should be addressed to Chi-X Compliance either over the phone or by email. The relevant contact details are as follows:

+ 44 20 7131 3399

[compliance@chi-x.com](mailto:compliance@chi-x.com)

Chi-X Compliance will attempt to resolve the reasons behind the complaint immediately. This may include an analysis of evidence to support the complaint. The issue will be escalated to Chi-X management if required.

### Formal Submission of Complaint

In the event that a complaint cannot be resolved immediately, please document the complaint in writing to:

Chi-X Compliance  
Quay Level,  
Commodity Quay,  
East Smithfield,  
London E1W 1AZ.

Any supporting evidence should be included with the complaint.

We aim to provide a written response to your complaint within 20 working days. If we anticipate that we will be unable to resolve your complaint within this timescale, we will send you a progress letter detailing the action taken to date, the reasons why the complaint has not been resolved and an estimate as to when we expect to be able to resolve the complaint.

Where the matter is not resolved to the satisfaction of the complainant, the complainant may consider whether they are eligible for assistance from the Financial Ombudsman Service. Their contact details are as follows:

### **Financial Ombudsman Service**

South Quay Plaza  
183 Marsh Wall  
LONDON E14 9SR  
Telephone 020 7964 1000  
Consumer helpline 08000 234 567  
[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)