

In the unfortunate event, you are dissatisfied with the service Money Back CFDs has provided in respect of its claims management activities, our complaints procedure is detailed below.

We reserve the right to decline to consider a complaint that is made more than six months after you became aware of the cause of the complaint. There may be instances where we will waive this requirement at our discretion. We will confirm to you in writing if a complaint has been made outside the time limit that we are prepared to consider.

If you have a complaint about Money Back CFDs service you can contact us by letter, telephone or email at:

Money Back CFDs  
75 Shelton Street  
London  
WC2H 9JQ

Email: [info@moneybackcfds.com](mailto:info@moneybackcfds.com)

Tel.: 020 3870 0959

### **Complaints Procedure**

At Money Back CFDs we endeavour to settle all complaints at the earliest opportunity; aiming for the best result for all parties.

All investigations will be conducted by a senior person who is not directly involved in the matter, they will follow our internal guidelines aiming to settle within the target timescales.

The process will be as follows:-

- We will send you a written or electronic acknowledgement of a complaint within five business days of receipt, identifying the person who will be handling the complaint. Wherever possible, that person will not have been directly involved in the matter which is the subject of the complaint, and will have authority to settle the complaint.
- Within eight weeks of receiving the complaint we will send you either:

a) a final response which adequately addresses the complaint; or

b) a response which:

(i) explains why we are still not in a position to make a final response, giving reasons for the further delay and indicating when we expect to be able to provide a final response; and

(ii) informs you that you may refer the handling of the complaint to the Legal Ombudsman if you are dissatisfied with the delay.

If you are still not satisfied with our response to your complaint or it is not resolved within eight weeks you may wish to refer it to the Financial Ombudsman. You can contact them using the details below;

Financial Ombudsman  
Exchange Tower  
Harbour Exchange  
London  
E14 9SR

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

Tel.: 0800 023 4567

## **Cancellations**

If you decide you want to cancel your agreement with us, (please refer to Clause 6 of our terms and conditions) please send your reason for cancellation either in writing or email to using the contact details below;

Money Back CFDs  
75 Shelton Street  
London  
WC2H 9JQ

Email: [info@moneybackcfds.com](mailto:info@moneybackcfds.com)