

# Complaints Notice

Pepperstone Limited

Company No.: 08965105  
FRN: 684312  
Review: Annual  
Date Updated: May 2023

# Complaints Notice

In the unlikely event that you're not satisfied with any aspect of our service, please contact our client support team by email at [support@pepperstone.com](mailto:support@pepperstone.com).

If our support representative isn't able to resolve your issue then you can raise the matter as a complaint with our compliance team. They'll carry out an impartial assessment of the complaint to establish whether we've acted fairly and met all of our contractual and regulatory obligations to you. We'll provide you with a written response within 8 weeks of receiving your complaint.

You can contact our compliance

team at:

[compliance.uk@pepperstone.com](mailto:compliance.uk@pepperstone.com)

Or

Attention – the Compliance Team  
Pepperstone Limited  
70 Gracechurch  
Street, London EC3V  
0HR

If you're a classified Eligible Complainant (meaning a retail client, micro enterprise and in some instances a professional client), and you believe that we haven't resolved your complaint to your satisfaction, then you can refer your complaint to the Financial Ombudsman Service ("**FOS**"). The FOS is an independent organisation established to resolve disputes between financial institutions and their customers. We'll provide you with the contact details for the FOS when we issue you with a response to our complaint. Any referral to the FOS must take place within 6 months of the final response from our compliance department. The FOS won't consider a complaint until we've had the opportunity to address it first.

The FOS can be contacted at the following address:

The Financial Ombudsman  
Service Exchange Tower  
London E14 95R.

Website: <https://www.financial-ombudsman.org.uk>



Pepperstone Limited,  
70 Gracechurch Street, EC3V 0HR,  
London, UK

Support:  
+44 (800) 0465473

[www.pepperstone.com](http://www.pepperstone.com)  
[support@pepperstone.com](mailto:support@pepperstone.com)