



114a Cromwell Road, Fourth Floor, London, SW7 4AG, United Kingdom
www.onyxmarkets.co.uk

General Queries and Client Complaints Process

General Queries and Complaints

We aim to provide a high level of service to all our clients all of the time. We value all feedback and use it to enhance our products and services. We appreciate that from time to time, things can go wrong or there can be misunderstandings. We are committed to dealing with queries and complaints positively and sympathetically. Where we are at fault, we aim to put things right at the earliest opportunity.

General Queries

Should have any questions relating to your account with Onyx Markets, please don't hesitate to contact our client services team who will endeavour to resolve your query as soon as possible. You can contact them at 0203 097 5000 or via email at Trading@onyxmarkets.co.uk, or by post at:

Onyx Markets
114a Cromwell Road,
4th Floor,
London,
United Kingdom
SW7 4AG

Complaints

If you wish to make a complaint, you should refer the matter to our Legal & Compliance department. Please set out your complaint, ideally in writing, and our team will conduct an impartial review to understand the situation and determine if we have fulfilled our obligations fairly. Having completed the review, our Legal & Compliance department will provide you with a comprehensive written response within eight weeks of receiving your complaint.

Please write to: compliance@onyxcapitaladvisory.com or

Legal & Compliance Department
95 Cromwell Road,
Second Floor,
London,
United Kingdom
SW7 4DL



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Financial Ombudsman Service

If you are classified as a retail client (and in some instances a professional client) and you are unsatisfied with your response from our Legal & Compliance department, you can refer your complaint to the Financial Ombudsman Service. This is an independent organisation dedicated to resolving disputes between financial institutions and customers. Details on how to contact the Financial Ombudsman Service can be found below and will also be included in our final response to your complaint.

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Telephone: 0300 123 9 123 or 0800 023 4567
Website: www.financial-ombudsman.org.uk

Any referral to the Financial Ombudsman Service must occur within six months of receiving our final response, and please note they will not address complaints until we have had the opportunity to respond.

If any situation arises not covered by our Terms of Business, Onyx will handle it with good faith and fairness and where appropriate, in line with market practices.