Regulated by the Dubai Financial Services Authority (DFSA reference F004173)

TF GLOBAL MARKETS (UK) LIMITED

Dissatisfactions and Complaints

Document	Dissatisfactions and Complaints
Entity	TF Global Markets (UK) Limited
Regulator	Dubai Financial Services Authority (DFSA)
DFSA reference	F004173
DIFC registration number	7113

Contact

compliance@thinkmarkets.com
Phone: +971 (04) 448 4229
www.thinkmarkets.com/ae
Unit P6-02D Podium Level, Damac Park Towers,
Commercial A, Dubai International Financial Centre, Dubai, United Arab Emirates

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In the unlikely event that you feel dissatisfied with any area of our service we ask you to contact our Customer Support team via email at support@thinkmarkets.com. We will endeavour to resolve all issues within an expedient timeframe and respond to you acknowledging receipt of the issues you have raised.

If you are not satisfied with the response from our Customer Service agent, or you are unable to resolve the issue at this level, then you may raise the matter as a complaint with our Compliance team. The team will undertake an independent assessment of the complaint with a full diagnosis of the events. They will assess whether the client has been treated fairly and examine if ThinkMarkets has met all of its contractual and other obligations in regards to the occurrence.

A comprehensive written response will be provided within a maximum of eight weeks of receipt of the original complaint, however we will work to resolve your complaint well within this timeframe.

Please write to us as at compliance@thinkmarkets.com or
ThinkMarkets Compliance Department
G07, 35 New Broad St,
London
EC2M 1NH

If you have been classified under MiFID as a Retail Client, and you feel that we have failed to satisfactorily resolve your complaint, then you are able to refer you complaint the Financial Ombudsman Service. The Financial Ombudsman Service is an independent organisation that was established to resolve disputes between financial institutions and their customers. Details of the Financial Ombudsman Service will be provided by the Compliance department in their final response to your complaint or upon request.

Any reference to the Financial Ombudsman Service must take place within six months of the final response of ThinkMarkets. The Financial Ombudsman Service will not consider a complaint until we have had the opportunity to address the complaint and exhausted all potential avenues of resolution with you.

The address of the Financial Ombudsman Service is:

Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall

London
E14 9SR