

# COMPLAINTS POLICY

ThinkMarkets aims to provide superior customer service, in the event you are dissatisfied with any aspect of our service; please give us the opportunity to investigate and attend to your queries.

## **If you wish to lodge a complaint:**

1. Kindly provide to our offices, in writing the details of your complaint or query together with all supporting documentation.
2. Inform the ThinkMarkets Client Services Team and/or your Account Manager with details of your complaint. You can call us on +27 10 446 5933 or alternatively email us at [support@thinkmarkets.com](mailto:support@thinkmarkets.com). We will review the situation and will resolve it at this initial level if possible.
3. If the matter is still not resolved to your satisfaction, please ask the staff member that has been dealing with your case to escalate your complaint to their Line Manager to investigate. The staff member should consequentially provide you with their Line Manager's contact details.
4. If your dispute is still not resolved you may refer your case to the Compliance Officer, who will conduct an independent review and contact you directly. Please set out your complaint clearly in writing.

## **Address:**

TG Global Markets (South Africa) (Pty) Ltd T/A  
3 Gwen Lane, Sandown,  
Sandton, 2031  
South Africa

## **Email:**

[support@thinkmarkets.com](mailto:support@thinkmarkets.com) (Please mark your email Attention: Compliance Officer).

We aim to resolve your complaint within a period of 6 weeks from the day of the initial complaint, however if your complaint is more complex and takes longer our Compliance Officer will provide a full written response and communicate the reasons for the delay.

If you are not satisfied with the outcome of your complaint you have the right to refer the matter to the Office of the Ombud for Financial Service Providers within 6 months from the

date of ThinkMarkets' final response. You should note that the Office of the Ombud for Financial Service Providers will not consider a complaint until we have had the opportunity to address the complaint in full. Contact details for the FAIS Ombud are outlined below:

**Physical address:**

Kasteel Park Office Park,  
Orange Building, 2nd Floor,  
546 Jochemus Street,  
Erasmus Kloof,  
Pretoria, 0048

**Other**

**Tel:** 012 762 5000

**Sharecall:** 086 066 3247

**Email:** [info@faisombud.co.za](mailto:info@faisombud.co.za)

**Website:** [www.faisombud.co.za](http://www.faisombud.co.za)