



Complaints Policy

(United Kingdom)

ATC is committed to providing excellent service to our clients. We view our client's comments, suggestions and concerns of the utmost importance.

In the unlikely event that you are dissatisfied with the service provided by ATC, please contact our Customer Support as soon as possible at +44 203 318 1399 or via email at info@atcbrokers.com.

If you have a trading dispute, you can submit a trade inquiry by completing the Trade Audit Form from your My Account back office. In an effort to promptly resolve trade inquiries, all trading disputes must be logged as quickly as possible after the trading issue has occurred.

Once the trade has been thoroughly reviewed, you will be contacted with a full explanation of what occurred on the trade(s) that were reported for investigation.

If the matter is not resolved to your satisfaction or you wish to submit a formal complaint at the initial stage, you can do so by completing the online Complaint Form from our website. The complaint will receive an impartial review to determine if we have acted fairly within our rights and have met our contractual obligations. We will acknowledge your complaint promptly, and a full written response will be provided within eight weeks of receiving the complaint.

If for any reason you are unsatisfied with how your complaint has been handled or feel it still remains unresolved, you can refer your complaint to the Financial Ombudsman.

The Financial Conduct Authority established the Financial Ombudsman Service to independently review eligible complaints between financial institutions and their customers. Any reference to the Financial Ombudsman Service must take place within six months of ATC's final response letter, and you should also note that the Financial Ombudsman Service will not consider a complaint until we have had the opportunity to address the complaint.

For additional information please visit the FOS website.

The address of the Financial Ombudsman Service is:

Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London
E14 9SR