

# **Treating Customers Fairly Policy Statement**

**Tickmill UK Limited**

July 2020



## Treating Customers Fairly Policy Statement

Tickmill is a trading name of Tickmill UK Limited (the "Company", "us", "we", "our", "ours" or "ourselves" as appropriate) and is authorised and regulated in the United Kingdom by the Financial Conduct Authority ("FCA") under firm reference number 717270. The Company's Principal and Registered Office is 3<sup>rd</sup> Floor, 27-32 Old Jewry, London EC2R 8DQ (registered company number 09592225).

Tickmill UK Limited is proud of its strong client focus. We are committed to ensuring you receive a user-friendly, robust, reliable and high-quality service from us. As a part of our overall approach, we support the Financial Conduct Authority's statutory consumer protection objective 'Treating Customers Fairly'.

We fully recognise that both you and Tickmill will benefit significantly if your best interests are realised and we treat you fairly in our dealings with you. As such, we endeavour to meet your expectations of high-quality service in the following ways:

- Ensure that you are made aware of the inherent risks of transacting in Futures & Options, FX and CFDs
- Ensure that the trading service we offer is aligned to your trading knowledge and experience.
- Provide you with clear information about the products and services we offer, including any fees and commissions and always keep you properly informed.
- Ensure all our financial promotions are clear, fair and not misleading.
- Ensure our products perform in a manner that you would expect them to.
- Where you have been categorised as a Retail Client, we will segregate your funds from our funds.
- We will provide educational tools and enhance our products to match your trading requirements.
- Ensure that any conflicts of interest are managed fairly.
- Encourage you to ask if there is anything that you do not understand about the Company, our products and services.
- We will respond in a timely manner to your questions and queries and promptly address any issues or concerns.
- We will provide you with access to a formal complaints procedure and escalate as appropriate to meet our obligations to you.

### **Ways that you can help us:**

In order that we can provide you with the highest possible standards of service, we would kindly ask you to:

- Inform us of any changes to your work or home contact details.
- Let us know if there are any areas of the service and products that we provide that you do not understand or require clarification.
- Let us know if you identify any areas of our service that you think we can improve.