

Complaints Procedure

Tickmill Ltd

July 2021

Tickmill is a trading name of Tickmill Ltd (the "Company", "us", "we", "our", "ours" or "ourselves" as appropriate) and is authorised and regulated in the Seychelles by the Financial Services Authority ("FSA") with licence No: SD 008 and Registered Office is 3 F28-F29, Eden Plaza, Eden Island, Seychelles.

1. Introduction

Tickmill aims to treat its customers fairly in all aspects of its business and provide them with the highest standards of service that is expected from any FSA regulated company. However, if a particular aspect of our service falls short of your expectations, you may consider expressing your dissatisfaction.

2. Scope of the Complaints Handling Procedure

Tickmill is authorised and regulated in the Seychelles by the Financial Services Authority (FSA) and is required to comply to all relevant laws and Regulations, especially the Securities (Conduct of Business) Regulations, 2008 in regard to complaints. These Regulations require us to establish complaint-handling procedures as part of our compliance with the regulations for handling expressions of dissatisfaction received from complainants regarding our services.

You can raise any queries or disputes via the phone, email or letter. A Customer Complaints Form is available on our website under the section Legal Documents, which you can submit to the email address: support@tickmill.com.

3. Procedure

You must tell us as soon as you become aware of the issue and in any event within two (2) Business Days of the event giving rise to the issue. The sooner you inform us, the easier it will be to resolve the matter. In the first instance, you may attempt to resolve any simple disputes or queries via your usual business contact. Most minor issues or queries can be resolved to the client's satisfaction by our customer service team. If you are dissatisfied with their response, you should lodge a formal complaint using the form on the website immediately. You will be asked to provide full details relating to your issue.

The more relevant information you can provide, the easier it will be for us to resolve the matter. However please focus about the grievance.

Please set out the Complaint clearly, ideally in writing. This should include:

Your name;
Your account number;
The subject of the grievance or the affected transaction numbers, if applicable; The date and time that the issue arose; and a description of the issue.

Our Compliance Department will write to you acknowledging receipt of your complaint, within 24 hours. This acknowledgement will explain the complaints handling process and a time frame on when we will provide you with a feedback.

This acknowledgement may include a copy of Tickmill's complaints handling procedures (if you have not already been provided with a copy or are unaware of those procedures). Our Compliance Department will act impartially and attempt to resolve the complaint within 7 working days of the date of the acknowledgement letter.

Where we cannot resolve your complaint within this '7 working days' period, we will write to you again explaining why the firm is unable to resolve the complaint. Our Compliance Department may then take up to 7 additional working days to resolve it.

If the dispute is not resolved within 14 working days from the date the complaint was raised with the Compliance Department, you will be sent a final determination letter explaining the options you have to pursue the matter further.

4. Financial Services Authority

If you are still not satisfied with our final response you can lodge a complaint with the Seychelles Financial Services Authority via this link: <https://fsaseychelles.sc/complaint-handling>.