

Complaints Handling Procedure

Introduction

Marex Financial and Marex Spectron International Limited are regulated by the Financial Conduct Authority (FCA). The Firm is required to maintain robust and transparent policies and processes to ensure that complaints are handled effectively, efficiently, and professionally.

We take complaints very seriously and endeavour to:

- communicate clearly using plain language that is easy to understand;
- deal with the response without undue delay;
- explain our Complaints Handling procedure in a comprehensible manner;
- set out our position regarding remedial action;
- outline our offer of redress or rejection and the rationale; and
- provide you with options for referring the complaint to the Alternative Dispute Resolution or court if the complaint has not been resolved to your satisfaction

If we identify through our internal complaints handling process or any other avenue that a complainant has suffered foreseeable harm because of acts or omissions by the Firm, we will act in good faith and take appropriate action to rectify the situation.

How to submit a complaint?

You may submit a complaint free of charge by any reasonable means.

Email

London-Complaints@marex.com

Post

Marex Financial
Level 5
155 Bishopsgate
London EC2M 3TQ
United Kingdom
Attn: Compliance Complaints

Business contacts

An expression of dissatisfaction or feedback may be raised directly with your relevant business contacts through any reasonable means (e.g., telephone call, face-to-face, in writing).

What information do we need from you?

We need the following information to determine what went wrong and to ensure that we handle your complaint without undue delay:

- Your name and address
- A description of the complaint
- When the problem occurred
- How you have been affected
- A contact number and email address

Responding to your complaint

We will endeavour to resolve all complaints as soon as reasonably possible without undue delay.

If we can resolve the complaint within three business days of the day it was received, you will be sent a written summary resolution communication.

If we are unable to resolve the complaint within three business days of the day it was received, you will be kept informed of the measures being taken to progress and resolve the complaint.



We have up to 8 weeks to resolve the complaint and provide a final response. If we are unable to resolve the complaint within this period or if you are not satisfied with our resolution of the complaint, you may refer your complaint to the Financial Ombudsman Service.

Financial Ombudsman Service

The Financial Ombudsman Service (FOS) is a free and independent service that settles complaints between consumers and businesses that provide financial services.

Financial Ombudsman Service

Harbour Exchange Square

London E149SR

Website: www.financialombudsman.org.uk

Freephone: 0800 023 4567 (+44964 0500 from abroad)

Email: complaint.info@financial-ombudsman.org.uk

Please note that the FOS will only consider your complaint once you have tried to resolve it with us in the first instance.

If you are not happy with our response and want to complain to the FOS, you should do so within six months of the date of the Summary Resolution Communication or Final Response letter.