

Trade Nation

Complaints Policy

This document should be read in conjunction with the Client Agreement.

This Policy is aimed at clients and contains Trade Nation's dispute resolution or complaint handling procedure in relation to our products, services or staff.

Please see below the process for reaching out to us with your concerns.

Internal Dispute Resolution

If you are dissatisfied in your dealings with us, please contact our customer support team as soon as possible, so your concerns can be dealt with promptly. Please set out your concerns clearly, so that we can understand and help resolve the issues.

Your communication will be acknowledged by our team as soon as possible but no later than three business days.

You can contact us through the following channels:

Email	support@tradenation.com
Phone	+44 (0) 203 180 5952
Chat	You can access our chat facility via the chat bubble in the bottom right corner of the screen https://tradenation.com/

In an effort to provide a speedy resolution to the issues raised by the complainants, Trade Nation has implemented a No Quibble Policy (i.e. informal stage). In accordance with this Policy the customer support team will work with you to understand your concerns and where necessary, liaise with other departments to ensure that an effective and prompt resolution is achieved.

If our support team are unable to resolve the matter at this informal stage or the proposed outcome is not satisfactory, your complaint will be escalated to our compliance team (i.e. formal stage).

On receipt of a formal complaint, our compliance department will;

- acknowledge your formal complaint as soon as practicable but no later than three business days;
- investigate the issue(s) by liaising with the concerned departments/ individuals and assess the events, systems or processes thoroughly;
- examine the facts and supporting evidence provided to reach a favourable and impartial outcome; and

- issue a final response or an update on the progress of the investigation to the complainant no later than 10 business days of receiving the formal complaint.

External Dispute Resolution

If you do not feel that your complaint has been resolved satisfactorily by the compliance department, you may refer your complaint to one of the relevant complaints authorities or regulators listed below. These regulators are impartial and experienced in resolving disputes between financial institutions and their customers. Their contact details will also be included in our final response to your complaint.

Please note that these regulators will usually require you to have exhausted all of our internal dispute resolution channels before escalating your case to them.

Trade Nation	United Kingdom
Complaints Authority	Financial Ombudsman Service (FOS)
Address	Exchange Tower London E14 9SR United Kingdom
Phone	(+44) 0800 023 4567
Email	complaint.info@financial-ombudsman.org.uk
Website	www.financial-ombudsman.org.uk
Dedicated URL	help.financial-ombudsman.org.uk
Time limit for escalation to the FOS after final response is 6 months.	

Trade Nation	Australia
Complaints Authority	Australian Financial Complaints Authority (AFCA)
Address	GPO Box 3 Melbourne VIC 3001 Australia
Phone	(+61) 1800 931 678
Email	info@afca.org.au
Website	www.afca.org.au
Dedicated URL	www.afca.org.au/make-a-complaint
Time limit for escalation to the AFCA after final response is 2 years.	

Trade Nation	South Africa
Complaints Authority	Financial Services Ombud (FAIS)
Address	P.O Box 74571 Lynnwood Ridge 0040 South Africa
Phone	(+27) 012 762 5000
Email	info@faisombud.co.za
Website	www.faisombud.co.za
Dedicated URL	fais.powerappsportals.com
Time limit for escalation to the FAIS after final response is 6 months.	

Trade Nation	Bahamas
Complaints Authority	Securities Commission of the Bahamas (SCB)
Address	2 nd Floor, Poinciana House, North Building, 31A East Bay Street Nassau The Bahamas
Phone	(+242) 397-4100
Email	ecomplaints@scb.gov.bs
Website	www.scb.gov.bs/complaints
Dedicated URL	fais.powerappsportals.com
There is no time limit for escalation to the SCB after final response is issued.	