



Complaints Notice

Pepperstone Markets Limited

Company: Pepperstone Markets Limited
IBC No. : 177174 B
SIA Reg. No: SIA-F217
Review: Annual
Date Updated: June 2020

Risk Warning: trading CFDs and FX is risky. It isn't suitable for everyone and you could lose substantially more than your initial investment. You don't own or have rights in the underlying assets. Past performance is no indication of future performance and tax laws are subject to change. The information in this document is general in nature and doesn't take into account your or your client's personal objectives, financial circumstances, or needs. Please read our legal documents and ensure you fully understand the risks before you make any trading decisions. We encourage you to seek independent advice.



Complaints Notice

In the unlikely event that you're not satisfied with any aspect of our service, please contact our client support team by email at support@pepperstone.com.

If our support representative isn't able to resolve your issue then you can raise the matter as a complaint with our Compliance Officer. They'll carry out an impartial assessment of the complaint to establish whether we've acted fairly and met all of our contractual and regulatory obligations to you.

We'll provide you with a written response within 45 days of receiving your complaint. You can contact our Compliance Officer at compliance.bs@pepperstone.com; Or

Attention – the Managing Director
Pepperstone Markets Limited
Sea Sky Lane, B201, Sandyport
Nassau, New Providence
The Bahamas

If you believe that we haven't resolved your complaint to your satisfaction, then you can refer your complaint to Securities Commission of The Bahamas ("SCB"). We'll provide you with the contact details for the SCB when we issue you with a response to your complaint.

The SCB can be contacted at the following address:

The Executive Director
Securities Commission of The Bahamas
Poinciana House North Building
2nd Floor, 31A East Bay Street
PO Box N-8347
Nassau, The Bahamas
Phone: Tel: +242 397 4100



www.pepperstone.com/en

support@pepperstone.com