



## INFINITY G MARKET

### COMPLAINTS AND SETTLEMENT OF DISPUTES

We take complaints very seriously and have established procedures in accordance with FCA requirements. We ensure that complaints are handled fairly and investigated within a reasonable time.

If you wish to make a complaint, you must contact Customer Service to forward your complaint. You can do this in several ways such by email, phone following the contact details available on our website, INFINITY-GMARKET.COM.

Where you are an eligible complainant, if we do not give you a final response within (8) weeks of the date we received your complaint, or if you do not agree with the outcome of our final response, you have the right to refer your complaint to the Financial Ombudsman Service, which is an independent dispute resolution service. You can contact the Financial Ombudsman Service at: Financial Ombudsman Service, Exchange Tower, Harbor Exchange, London, E14 9SR.

If you live in a country of the European Union and we are unable to resolve the dispute internally, you can also choose to file a complaint via the European Commission's dispute resolution platform on the site: <https://ec.europa.eu/consumers/odr>

Indeed, the establishment of this online platform by the European Commission makes it possible to offer a solution to disputes between consumers and professionals without them having to take legal action (RLL dispute settlement).