

Cenkos Securities Plc - Summary of the Complaints Policy

Cenkos Securities Plc (“Cenkos”, “the Firm”, “we”) is committed to providing the highest level of service to customers. The Firm understands that sometimes things can go wrong and advises clients to raise any complaints immediately to their Cenkos contact.

Alternatively, the Firm can be contacted by writing to:

Compliance Officer
6-8 Tokenhouse Yard
London
EC2R 7AS

or by sending an email to:

Compliance@cenkos.com

Once Cenkos has received your complaint, the Firm will assign one of our Compliance staff to investigate it. Unless Cenkos can resolve the complaint within 3 business days, the Firm will send you a formal acknowledgement of your complaint. This will also explain how the Firm is taking your complaint forward and provide you with a contact within the Firm.

If it looks like the investigation will take more than eight weeks from when you originally contact the Firm, Cenkos will contact you with an update on our progress.

If for any reason you are not happy with the Firm’s response, please let the person or department who handled your complaint know, so that Cenkos has the opportunity to see if there is anything further we can do.

Once the Firm is satisfied that all aspects of your complaint have been considered, Cenkos will contact you with our response.

If the Firm does not resolve your complaint internally to your satisfaction, or we have not resolved your complaint within 8 weeks from when you first let the Firm know about your concerns, you may be able to ask the Financial Ombudsman Service to review your complaint. The Financial Ombudsman Service is an organisation set up by law to give consumers a free and independent service for resolving disputes with financial firms. Details of those who are eligible complainants can be obtained from the Financial Ombudsman Service:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

By phone: 0800 023 45672 or 0300 123 91232

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

Website: www.financial-ombudsman.org.uk