

## Complaints Procedure

JN Spreads was established to provide our clients with an unrivalled Spread Trading service, whilst we ensure that all clients are treated fairly we do realize that at times a client may be dissatisfied and may wish to raise an official complaint with our firm. We have therefore detailed below our complaints procedure for such unfortunate circumstances:

### Step 1

Contact JN Spreads with an attempt to find a resolution to your dispute.

### Step 2

If you feel that your dispute has not been recognized and wish to take the matter further, please telephone, write or email our Compliance Officer.

JN Spreads

42 New Broad Street, London, EC2M 1SB

UK

Email: [enquiries@jnfinancial.com](mailto:enquiries@jnfinancial.com)

Please detail as much as possible for our Compliance Officer to carry out a full investigation. This should include your full name, address, account number, times of telephone calls and as much information as possible regarding your dispute.

### Step 3

Should you feel dissatisfied with the formal response received from our Compliance Officer, you have the right to refer this matter to the Financial Ombudsman's Service (FOS). FOS leaflets are available upon request. They provide an independent service for settling disputes between businesses providing financial services and their customers. Their contact details are as follows:

Post:

Financial Ombudsman Service

South Quay Plaza

183 Marsh Wall

London

E14 9SR

Telephone:

Tel: 0845 080 1800

Switchboard: 020 7964 1000

International: +44 (0)20 7964 1000

Email:

[complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website:

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

JN Spreads is a trading name of WorldSpreads