

## CONNECTUM Complaints Policy Summary

Connectum Limited (the CONNECTUM, we, our, us) main objective is to provide its clients (the Client, you) high quality services. However, if for any reason, you are not satisfied with our services, you can submit a complaint\* in the following manner:

- using Internet Bank;
- emailing us at ask@connectum.eu;
- telephoning us on +442045772997 (and submitting written claim immediately thereafter);
- by contacting sales manager (phone +442045772997, e-mail sales@connectum.eu) (and submitting written claim immediately thereafter);
- sending a complaint to our legal address 63 St. Mary Axe, London, EC3A 8AA, United Kingdom.

Upon receipt of a complaint CONNECTUM shall make every possible effort to address all points raised in the complaint and respond to it within 15 days of receipt. In exceptional situations a holding reply shall be sent to you, clearly indicating the reasons for the delay in providing a full reply and specifying the deadline by which you shall receive a full reply. Such shall not be later than 35 business days after the day on which CONNECTUM received your complaint.

Please note that CONNECTUM has a right to ask you for additional documents in support of your claim and will be expecting that such will be submitted without unreasonable delay.

Please note, that CONNECTUM holds a register of complaints summary and provides it to the Financial Conduct Authority (FCA) and to other authority upon request and in the manner referred in applicable laws and regulations.

In case you are not satisfied with the outcome of your complaint raised with CONNECTUM, you can ask Financial Ombudsman Service (FOS) to look into it for you. Further information and eligibility requirements can be found on <http://www.financial-ombudsman.org.uk> or you can contact the FOS via the methods below:

- **using the following numbers:**  
Telephone: 0300 123 9123, 0800 023 4567 or +44 20 7964 1000 (international)
- **by post:**  
Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

In certain events you may also be able to submit your complaint to the Financial Conduct Authority ("FCA"). Further details can be found on <http://www.fca.org.uk/> or you can contact the FCA via the methods below:

- **using the following numbers:**  
Telephone: 0800 111 6768 (freephone), 0300 500 8082 (from the UK), or +44 207 066 1000 (international);
- **by post:**  
Financial Conduct Authority  
25 The North Colonnade  
London  
E14 5HS
- **by e-mail:**  
consumer.queries@fca.org.uk

**\*CONNECTUM accepts Claims in English language or in other language accompanied with a certified translation into English.**