

Summary of the Clear Street UK Limited Complaints Handling Procedure

1. Purpose

Clear Street UK Limited ("CSUK") is authorised and regulated in the UK by the Financial Conduct Authority ("FCA") and as such is required to maintain robust procedures for the handling of complaints. CSUK strives to provide the best possible service to its clients and will take any complaint very seriously; please review this document for a summary of the CSUK approach to complaints handling.

2. How to contact us

If you need to contact us, you can do this by:

Email: csukcompliance@clearstreet.io

Letter: Second Floor, 1 Bartholomew Lane, EC2N 2AX

3. How will we deal with your complaint?

Your complaint will be investigated as soon as possible and without delay. We will always ensure that your complaint is dealt with fairly and thoroughly by an appropriate person although if you are not an Eligible Complainant as defined by FCA rules, the full range of complaints handling rules will not apply to us when dealing with the matter that you have brought to our attention.

We will acknowledge receipt of your complaint promptly and a summary resolution communication will be issued instead of an acknowledge letter where your complaint can be resolved within three business days which will set out our position on the complaint.

Where we have provided an acknowledgement letter, we will aim to provide a final response within eight weeks following receipt of your complaint. If we are unable to provide a final response within this timeframe, we will provide you with a progress report and an indication of when you will receive a final response. Our final response will provide details of whether the complaint is accepted or rejected and any settlement terms which are being offered.

If you are not satisfied with our summary resolution communication or final response, or if we have been unable to provide you with a final response within eight weeks of receiving your complaint, you may be able to take civil action. Your complaint may also be eligible for investigation by the Financial Ombudsman Service ("FOS"). The details of the FOS are as follows:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Second Floor, 1 Bartholomew Lane, EC2N 2AX
Clear Street UK Limited (Company Number: 15000549)
Authorised and Regulated by the Financial Conduct
Authority www.clearstreet.io

Telephone: 0800 023 4567 (from a land line), 0300 123 8123 (from a mobile) or +44 207863 0500 (from abroad).

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

Website: www.financial-ombudsman.org.uk

FOS compliant booklet:

<https://www.financial-ombudsman.org.uk/businesses/resolving-complaint/ordering-leaflet/leaflet>
