



COMPLAINTS POLICY

Address: 28th Floor, The Shard, 32 London Bridge Street, London, SE1 9SG

T: +44(0) 203 950 6214

W: www.iquoto.com

E: info@iquoto.com

iQuoto LTD is an appointed representative of Kapwealth LTD, which is authorised and regulated by the Financial Conduct Authority

iQuoto is committed to providing excellent service to our clients. We view our client's comments, suggestions and concerns with utmost importance.

If you wish to submit a formal complaint, or you are not satisfied with the service or response to your reasonable queries, you can do so in writing to the following address;

The Complaints Officer
iQuoto Ltd
28th Floor
The Shard
32 London Bridge Street
London
SE1 9SG

Or by email to: compliance@iquoto.com

Your complaint will be impartially reviewed to determine if we have acted fairly, within our rights, and have met our contractual obligations.

We will acknowledge your complaint promptly, and a full written response will be provided to you within eight weeks of receiving the complaint.

If for any reason you are unsatisfied with how your complaint has been handled or feel it remains unresolved, you can refer your complaint to the Financial Ombudsman (FOS).

The Financial Conduct Authority established the Financial Ombudsman Service to independently review eligible complaints between financial institutions and their customers.

Any referral to the Financial Ombudsman Service must take place within six months of iQuoto's final response letter. It need be noted that the Financial Ombudsman Service will not acknowledge/examine a complaint until we have had an opportunity to address the complaint.

For additional information please visit the FOS website: www.financial-ombudsman.org.uk

iQuoto Ltd

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FINANCIAL CONDUCT AUTHORITY – FRN. 590782

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