

Platform One

a premium service for private investors

Complaints Procedure

We are sorry that you have had cause to complain to Platform One.

You can contact us in the following ways:

- **Email: clientservices@platform1online.com**
- **Telephone: 0345 366 5445***

*Our phone lines are open between the hours of 08:30 and 17:00 Monday to Friday. Please note that calls may be recorded for training purposes or for the verification of call details.

- **Or in writing to:**

**Client Services
Platform One
Peartree Business Centre
Cobham Road
Wimborne
Dorset BH21 7PT**

Our commitment to you

You will receive an acknowledgement of your complaint in writing within five business days of receipt.

A member of Platform One's team will investigate your complaint promptly, thoroughly and impartially.

If we are unable to resolve a complaint within four weeks, we will advise you in writing indicating when a final response will be available.

In the event that we are unable to resolve your complaint within eight weeks, we will write to you to explain why this is and when we will be in a position to make a final response.

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Financial Ombudsman Service

If you are not satisfied with the outcome of our investigation into your complaint, or we have not been able to provide you with a full response within eight weeks of receipt of your complaint, you may refer your complaint to the Financial Ombudsman Service (FOS). We will provide you with the details for referring to the FOS with our final response letter or our explanatory letter if we have been unable to resolve the matter within 8 weeks.

The Financial Ombudsman Service can be contacted by:

- **Telephone: 0800 023 4567**
- **Email: complaint.info@financial-ombudsman.org.uk**
- **Website: <http://www.financial-ombudsman.org.uk>**
- **Or in writing to:**

**Financial Ombudsman
Exchange Tower
London
E14 9SR**