



Pelican Trading

Pelican Trading, WeWork c/o
30 Stamford Street
London, SE1 9LQ
United Kingdom

COMPLAINTS POLICY

For Pelican Exchange Ltd

If you have any complaints related to Pelican Exchange Ltd's performance, you should direct that complaint to Pelican Exchange directly, who will investigate the nature of the complaint in accordance with our complaints handling procedure. All complaints should be directed in the first instance to Peter Read, Compliance Officer of Pelican Exchange, using the following contact details:

Peter Read

WeWork Southbank Central
30 Stamford St.
SE1 9LQ

Email: **peter.read@pelicanexchange.com**
Telephone: **020 3475 4516**

Please note: complaints can be made verbally or in writing. We will endeavour to resolve your complaint as quickly as possible, but in any event we will acknowledge receipt of your letter within five business days. The acknowledgement will include a full copy of our internal complaints handling procedure.

Upon resolution of your complaint, we will send you a final response letter, which sets out the nature of that resolution and any applicable remedy. If, for any reason, you are dissatisfied with our final response, please note that you are entitled to refer your complaint to the Financial Ombudsman Service. A leaflet detailing the procedure will be provided in our final response.