



MONECOR (LONDON) LIMITED

Complaints Procedure

JANUARY 2018

powered by 

COMPLAINTS PROCEDURE

1. Monecor (London) Limited trading as OvalX is regulated by the Financial Conduct Authority (“FCA”). As a regulated firm, we have established the following procedure for handling and managing complaints from our customers. Our internal Complaints Management Policy is endorsed by the firm’s Executive Management Committee who continually monitors the firm’s compliance with it, as well as reviewing the type of nature of complaint that we receive.¹
2. At OvalX we always endeavour to offer the best possible service, but we recognise that sometimes clients might feel disappointed, and we fall short of the expected standards. If you are dissatisfied with the service you have/have not received you should, in the first instance, try to resolve your dissatisfaction with your normal contact within OvalX or with our Customer Support team (by email to customer.service@ovalx.com or by telephone +44 (0)20 7392 1494.
3. We will endeavour to resolve your dissatisfaction by close of the third business day following receipt. If you accept our suggested resolution, we will regard the matter resolved. A Summary Resolution Communication (SCR) will be sent with details of the outcome of your complaint and your right to escalate to the Financial Ombudsman Service.
4. If, after addressing the matter with your contact or our Customer Support team, you remain dissatisfied with our response to your complaint, or we are unable to provide you with a response by close of the third business day following receipt, all of the details relating to your complaint will be passed to our Compliance department who will investigate your dispute competently, diligently and impartially.

¹ Rebranded (from ETX to OvalX), effective from May 2022.

5. OvalX will promptly send a written acknowledgement to you via email and may request additional information from you. We will keep you informed thereafter of the progress of our investigation of your complaint. Please note that, as per the terms and conditions that govern our relationship with you, depending on the nature of the complaint, we may suspend trading in your account(s) while your complaint is investigated. We will notify you if this is required.

6. Within eight (8) weeks of receiving your complaint, OvalX will send you either:

Our final response to your complaint or, if at that point we are unable to provide you with a final response, a written response that will explain the reasons for the delay in providing you with our final response and an indication of the date by which we expect to provide you with our final response.

7. Our final response will:

- Review the relevant facts, findings and conclusions;
- State whether the complaint has been upheld;
- Where appropriate, offer redress or remedial action; and
- Enclose the details of how you may contact the Financial Ombudsman Service.

8. If you are dissatisfied with the final response you receive from us or if we fail to resolve your complaint within eight (8) weeks of our receipt of your complaint, you have the right to refer your complaint to the Financial Ombudsman Service, but you must do so within six months of the date of the final response we send to you. If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances.

9. Details of how you can contact the Financial Ombudsman Service and a link to their explanatory leaflet will be supplied at the same time as the OvalX's final response. You may request a copy of the explanatory leaflet from the Financial Ombudsman Service directly:

Financial Ombudsman Service Exchange Tower

London E14 9SR

Telephone 0845 080 1800

E-mail complaint.info@financial-ombudsman.org.uk Website www.financial-ombudsman.org.uk

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