



HOW WE HANDLE COMPLAINTS

We aim to provide a high level of customer service and satisfaction but if you feel dissatisfied with any aspect of our service, you should discuss it with your usual contact at Valbury Capital or contact our Client Management Department on 0800 1223 150 or by email to clientmanagement@valbury.co.uk

If they do not resolve the matter for you then you may refer it as a complaint to our Compliance Department, ideally by writing to: compliance@valbury.co.uk. Compliance will carry out an impartial review with a view to understanding what did or did not happen and to assess whether we have acted fairly within our rights and have met our contractual and other obligations. A full written response will be provided within eight weeks of receiving the complaint, but usually far before.

If you prefer to use the postal system then please write to:

Compliance Department
Valbury Capital Ltd
4 Royal Mint court
London
EC3N 4HJ

Once we have provided our Final Response, but you are not satisfied with it or, eight weeks have passed and we have not provided a final response, then you can ask the Financial Ombudsman Service ("FOS") to look at the complaint for you. The FOS is an independent body set up to resolve disputes between firms and their customers. To use the services of FOS you must contact it within 6 months of our Final Response. Not all complaints are eligible under FOS – for example, only retail clients can use FOS services – and the activities must have been carried on from the UK (but, where the complainant lives is irrelevant).

Our compliance Department will provide details of the Financial Ombudsman Service when replying to your complaint. They may be found at:

Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London
E14 9SR

<http://www.financial-ombudsman.org.uk>

RISK WARNING

Trading Foreign Exchange (FX) on margin carries a high level of risk, and may not be suitable for all investors. The high degree of leverage can work against you as well as for you. It is possible to lose some or all of your initial investment and to be required to deposit additional funds and you should not invest money that you cannot afford to lose.

Valbury Capital Limited is authorised and regulated by the Financial Services Authority, registration number 540418.