

Complaints Procedure

AFX Group is a trading name of AFX Capital Markets Ltd. and AFX Markets Ltd. AFX Capital Markets Ltd. is regulated by the Cyprus Securities and Exchange Commission (CySEC) Licence No. 119/10. AFX Markets Ltd. is regulated by the Financial Conduct Authority (FCA) FRN: 560872.

AFX Group has various complaints procedures relating to the services it offers through its various trading names.

For those under contract as Partners of AFX Group for any of our businesses, your complaint will be handled under the respective complaints procedure even if you do not have the option to refer such a complaint to the respective regulatory or alternative dispute resolution body.

Please use the following links to reach the appropriate complaints procedures:

AFX Capital Markets Ltd. www.stofs.com

AFX Markets Ltd. www.stofs.com

Quantic. www.quantica-am.com

Your complaint will be handled under the applicable contract if such contract provides alternative or more onerous conditions.

If you have any further questions once reading the respective complaints procedure please contact us on the details provided in that document, or in relation to partners:

Email: compliance@afxgroup.com

AFX Capital Markets Ltd. Tel: +357 25 26 27 10

AFX Markets Ltd. Tel: +44 207 710 0000