



**zenfinex**



Zenfinex Limited,  
4<sup>th</sup> Floor, 4 Eastcheap,  
London  
EC3M 1AE, UK



+ 44 (0) 20 3983 8250

# ZENFINEX LIMITED

## COMPLAINTS POLICY

**V2.0 – November 2022**

**Authorised and regulated by the Financial Conduct Authority under Firm Reference  
Number: 816055**

At Zenfinex Limited we are committed to offer our customers the highest standards of service in every aspect of our business, however there may be elements of our service that do not meet your satisfaction. In the unlikely event that you have a reason to feel dissatisfied, we need you to tell us about it. This will help us to improve our standards.

### **Customer Service**

In the first instance you should contact our customer service team on 020 3983 8250, or email [support@zenfinex.co.uk](mailto:support@zenfinex.co.uk), the vast majority of complaints can be dealt with at this level. We aim to provide a response within seven (7) days of receipt of your request. To avoid any delay, please clearly indicate your account number, contact detail and description of the complaint.

### **Formal Complaint**

In the event our customer service team are unable to resolve the matter you may raise a formal complaint (ideally in writing) to our **Compliance department**, they will carry out an impartial review of the complaint 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.

To raise a formal complaint, please address to:

#### **Compliance Department**

Zenfinex Limited

4<sup>th</sup> Floor, 4 Eastcheap, London, EC3M 1AE, United Kingdom

or email [compliance@zenfinex.co.uk](mailto:compliance@zenfinex.co.uk)

Please indicate complaint clearly in the title or beginning of the letter. In any case you are unable to make the complaint in writing, you can call us on 020 3983 8250 to make a formal complaint.

### **What will happen next?**

We will send you an acknowledgement that we have received your complaint, enclosing a copy of this procedure. We will then investigate your complaint. This will usually involve passing your complaint to our



Compliance Department, who will review the matter and speak to any member(s) of staff involved. Your complaint will be fully investigated, and a final response will be issued within 8 weeks,

- Accept the complaint, and where appropriate offer redress or remedial action; or
- Offer redress or remedial action without accepting the complaint; or
- Reject the complaint giving reasons for doing so; or
- Contact you to explain why Zenfinex is still not in a position to make a final response, we will provide reasons for the delay and indicate when we expect to be able to provide a final response.

### **If you are still unhappy**

If you are unhappy with our response, you may raise your complaint to the Financial Ombudsman Service (FOS):

Financial Ombudsman Service  
Exchange Tower,  
London, E14 9SR

e-mail: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Telephone: +44 (0)20 7964 1000

The Financial Ombudsman Service is an independent organisation established to resolve disputes between financial institutions and their customers. Any referral to the Financial Ombudsman Service must take place within six months of the Compliance department's final response letter, and you should also note that the Financial Ombudsman Service will not consider a complaint until we have had the opportunity to address the complaint, you may find further information on their website <https://www.financial-ombudsman.org.uk>.