



Complaints Procedure

We, at Reign Capital Limited (hereafter referred to as “Reign Capital” or “RC”), will always try our best to make sure that clients remain satisfied with our services, however, if, at any point, you encounter any inconveniences with our services, please feel free to let us know, and we will promptly resolve your inquiry and respond to your complaint. As an open-minded firm, we welcome critical feedback for growth.

What should I do first?

Send us your complaint at info@reigncapital.co.uk. We will acknowledge your complaint within business working hours upon receipt, so you can be sure that we have received it and are efficiently working towards resolving your issue. We require the following details to expedite the complaint:

- i. Full name with contact details
- ii. Reference number (where applicable)
- iii. Affected transaction number (if applicable)
- iv. Specific date, time, and place that issue arose
- v. Detailed and truthful description of the incident
- vi. Any supporting material as a way of providing proof

Registered Office: Office 3.05, 1 King Street, London, EC2V 8AU

Operational Office: 37th Floor, 1 Canada Square, Canary Wharf, London, E14 5AA

Our Director of Risk & Compliance or another suitable official approved by RC will investigate your complaint and respond at the earliest opportunity, keeping you updated on our progress accordingly. Upon completion of a full review of the investigation of your complaint, we will communicate via writing our final verdict response through email.

In case you are not satisfied with our final response, you can email us back with the relevant information and we will investigate the matter again by setting up a committee to decide on your matter specifically.

What to do next?

If eight (8) weeks from the date of your complaint have passed and you have not received a final response, or if you are not satisfied with the final response, you are entitled to refer your complaint to the Finance Ombudsman Service (**FOS**). You can contact them at the following details:

- **Tel:** 02079641000
- **Website:** www.financial-ombudsman.org.uk/
- **Address:** South Quay Plaza, 183 Marsh Wall, London E14 9SR

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