

Complaints Information

BUX is a trading name of ayondo markets Limited. ayondo markets Limited is a company registered in England and Wales under register number 03148972. ayondo markets Limited is authorised and regulated by the Financial Conduct Authority, FCA Register number 184333.

In the unlikely event of you having any reason to feel dissatisfied with any aspect of our service, in the first instance you should contact our Customer Services Department. Most customer's concerns can be resolved by our Customer Services staff, who will do all they can to help.

If the matter cannot be resolved at this level, you should make it clear that you remain unhappy with the outcome and ask the matter to be escalated. The matter will then be referred to our Compliance Department.

By post:

If you prefer, write to us at:

Floor 10
Linen Court
10 East Road
London N1 6AD
United Kingdom

By email:

compliance@ayondo.com

To help us investigate your complaint as quickly and efficiently as possible, please provide us with your name and address, a daytime telephone number on which we can contact you, and if contacting us in writing, your account details. Please provide a clear description of your complaint, and what you would like us to do to resolve it.

The Compliance Department will acknowledge your complaint within five business days and endeavour to resolve your complaint within 28 days. However, from time to time, it may be necessary to carry out further investigation to ensure we fully resolve your complaint. If this occurs, we will keep you updated on the progress of your complaint.

If you are a retail client and our Compliance Department is unable to resolve your complaint within eight weeks of receipt, or if you are not satisfied with the response, you can contact the Financial Ombudsman Service:

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

Telephone: 0845 080 1800

Email: enquiries@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk