

How to complain and how we will respond

This document sets out the complaints handling procedures, including how to raise a complaint and the process that BTFL will follow in the event that you make a complaint.

How can you make a complaint?

You can make a complaint by any reasonable means – for example, letter, fax, email, telephone or in person. It is free of charge to complain. To make a complaint, please contact:

Name: Simon Mathisen

Role: Chief Compliance Officer (CCO)

Address: 3 Queen Victoria St, London EC2R, UK

Email Address: MTFComp@bloomberg.net

Phone number: +44 20 3525 7199

Fax number: +44 207073 5065

What will BTFL do once it has received your complaint?

Your complaint will be received by BTFL Compliance team. In the event that a member of BTFL's Compliance team is involved in the subject matter of your complaint, then your complaint will be referred to BTFL's Chief Compliance Officer (CCO). In the event that the CCO is involved in the subject matter of your complaint, then your complaint will be referred to Bloomberg's EMEA Head of Compliance.

BTFL will promptly acknowledge your complaint in writing. In this acknowledgement, BTFL will provide the name and title of the person who is handling your complaint. BTFL will give this individual the authority necessary to investigate and settle the complaint.

Investigating and resolving your complaint

BTFL will investigate your complaint competently, diligently and impartially with a view to deciding whether the complaint should be upheld and whether any remedial action and / or redress may be appropriate. We will set out our conclusions in a final response to you.

Closing your complaint

BTFL will regard your complaint as closed in the following circumstances:

- once BTFL has sent a final response to the complainant and no further response is received from the complainant for a period of one month; or
- where you have confirmed in writing that you accept an earlier response that BTFL has sent to you.

Questions

If you have any questions about our complaints process, please contact us at mtfcomp@bloomberg.net

Alternate Dispute Resolution (ADR)

Non-eligible complaints (as defined in the FCA Handbook of Rules and Guidance) do not have access to the Financial Ombudsman Service ("FOS"). However, you may refer your complaint to an Alternative Dispute Resolution service.