

Complaints Handling Policy Summary

Our commitment to you

At Zeus Capital Limited, each of our customers is important to us, and we believe you have the right to a fair, swift, and courteous service at all times.

If you as a customer of Zeus Capital Limited have a complaint, this policy will guide you through our process, and help to resolve your complaint as swiftly as possible.

Summary of Zeus Capital Limited Complaints Procedure for Eligible Complainants.

- 1) As a regulated firm, we have established the following rules for handling and managing complaints from our customers. Zeus Capital will deal with your complaint in accordance with this Complaints **Handling Policy Summary**;
- 2) We always endeavour to offer the best possible service but we recognise that sometimes clients might feel disappointed and we fall short of the expected standards. If you are dissatisfied with the service you have/have not received you should, in the first instance, try to resolve your dissatisfaction with your normal contact at Zeus Capital.
- 3) Zeus Capital will try to resolve your complaint by close of the third business day from the receipt. If you accept our suggested resolution, we will regard the matter resolved. A Summary Resolution Communication (SCR) will be sent with details of the outcome of your complaint and your right to escalate to the Financial Ombudsman Service (FOS).
- 4) If, instead, you remain dissatisfied with the way we have addressed the matter or if we are unable to provide you with a response by close of the third business day, the details of your complaint will be passed to our Compliance department. We will send a prompt written acknowledgement of your complaint and investigate your dispute competently, diligently, and impartially.
- 5) We will keep you informed thereafter of the progress of our investigation of your complaint. In rare circumstances, depending on the nature of the complaint and upon prior notification to you, it might be necessary to temporarily suspend the trading activity in your account while your complaint is being investigated.

6) We will endeavour to send a final response to you within 8 weeks of receipt of your complaint. Our final response will:

- Summarise the relevant facts, findings, and conclusions, stating whether the case has been upheld;
- Where the remedial action involved a redress, include details of how we have calculated the redress; and
- Include the details of how and when to contact the FOS for an alternative and free review.

7) If we are unable to provide you with a final response within this time frame, we will write to you explaining why and advise you when you can expect a final response.

8) The FOS can be contacted directly by post at:

Financial Ombudsman Service (FOS)
Exchange Tower
London
E14 9SR

or by visiting the website:

<http://www.financial-ombudsman.org.uk/consumer/complaints.htm>

The Financial Ombudsman only has jurisdiction in respect of Eligible Complainants as defined by the FCA rules. If you need guidance on the meaning of Eligible Complaints please refer to the FCA Handbook or you can contact our compliance department.

Please note that you have the right to refer your complaint to the FOS within six months of the date of receiving our final response. If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances.