



Leading For Innovation | Since 2012

Compliance Notice

FXCG Group Limited



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Company: FXCG Group Limited

Company No.: A000001395

Review: Annual

Date Updated: Dec 2024

Risk Warning: trading FX is risky. It isn't suitable for everyone and you could lose substantially more than your initial investment. You don't own or have rights in the underlying assets. Past performance is no indication of future performance and tax laws are subject to change. The information in this document is general in nature and doesn't take into account your or your client's personal objectives, financial circumstances, or needs. Please read our legal documents and ensure you fully understand the risks before you make any trading decisions. We encourage you to seek independent advice.

Complaints Notice

In the unlikely event that you're not satisfied with any aspect of our service, please contact our client support team by email at info@fxcg.com.

If our support representative isn't able to resolve your issue then you can raise the matter as a complaint with our Compliance Officer. They'll carry out an impartial assessment of the complaint to establish whether we've acted fairly and met all of our contractual and regulatory obligations to you.

We'll provide you with a written response within 45 days of receiving your complaint. You can contact our Compliance Officer at info@fxcg.com; Or

Attention – the Managing Director
FXCG Group Limited
No. 9 Cassius Webster Building, Grace
Complex, PO Box 1330, The Valley, AI-2640 Anguilla

If you believe that we haven't resolved your complaint to your satisfaction, then you can refer your complaint to the Financial Ombudsman Service. We'll provide you with the contact details for the Financial Ombudsman Service when we issue you with a response to your complaint.

the Financial Ombudsman Service can be contacted by following contacts:

Email: compliant.info@financial-ombudsman.org.uk

Call: 0800 023 4567/ +44 20 7964 0500