

COMPLAINTS POLICY

For Pelican Exchange Ltd and London & Eastern LLP

If you have any complaints related to Pelican Exchange Ltd or London & Eastern LLP's performance, you should direct that complaint to Pelican Exchange directly, who will investigate the nature of the complaint in accordance with our complaints handling procedure. All complaints should be directed in the first instance to Mike Read, Compliance Officer of Pelican Exchange, using the following contact details:

**78 York Street
London
England
W1H 1DP**

Email: compliance@pelicantrading.io

Telephone: **020 3475 4516**

Please note: complaints can be made verbally or in writing. We will endeavour to resolve your complaint as quickly as possible, but in any event we will acknowledge receipt of your letter within five business days. The acknowledgement will include a full copy of our internal complaints handling procedure.

Upon resolution of your complaint, we will send you a final response letter, which sets out the nature of that resolution and any applicable remedy. If, for any reason, you are dissatisfied with our final response, please note that you are entitled to refer your complaint to the Financial Ombudsman Service. A leaflet detailing the procedure will be provided in our final response.