



COMPLAINTS MANAGEMENT POLICY

Trive Financial Services UK Limited (“Trivepro”) is authorised and regulated by the Financial Conduct Authority under register number 501320.

As a regulated firm, we have established the following procedure for handling and managing complaints from our customers. Our internal complaints management policy is endorsed by our Board who regularly monitors the firm’s compliance with it, as well as reviewing the type of nature of complaint that we receive.

At Trivepro 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 within Trivepro or with our customer service team (by email to support.uk@trive.com or by telephone +44 (0) 20 7186 1212).

Please provide as much information as possible when contacting our customer service team, including your full name and account number, a brief description of your grievance and submit any supporting documents or screen-shots that might help us understand your complain.

If after addressing the matter with our customer service team, you remain dissatisfied with our response to your complaint, it will be passed to our compliance team who will investigate your dispute competently, diligently and impartially and assess whether we have acted fairly within our rights and have met our contractual and other obligations.

Trivepro will promptly send a written acknowledgement to you via email and may request additional information from you. We will keep you informed thereafter of the progress of our investigation of your complaint. Please note that, as per the terms of business, that govern our relationship with you, depending on the nature of the complaint, we may suspend trading in your account(s) while your complaint is investigated. We will notify you if this is the case.

Within **eight weeks** of receiving your complaint Trivepro will send you either our final response to your complaint or, if at that point we are unable to provide you with a final response, a written response that will explain the reasons for the delay in providing you with our final response and an indication of the date by which we expect to provide you with our final response.

Our final response will review the relevant facts, findings and conclusions and state whether the complaint has been upheld and where appropriate, offer redress and/or remedial action. If your complaint is rejected, we will explain the reasons for this.

Some professional clients do have further recourse if you feel that your complaint has not been resolved satisfactorily by the compliance department. You are able to refer your complaint to the Financial Ombudsman Service (“FOS”) but you must do so within six **months** of the date of the final response we send to you and you should also note that the FOS will not consider a complaint until we have had the opportunity to address the complaint. If you do not refer your complaint in time, the FOS will not have our permission to consider your complaint.

You may request a copy of the explanatory leaflet from the Financial Ombudsman Service directly:
Financial Ombudsman Service Exchange Tower

London E14 9SR

Telephone: 0800 023 4567

E-mail: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk