

## ADDITIONAL INFORMATION ON OUR COMPLAINTS PROCEDURE

In the unlikely event of you having any reason to feel dissatisfied with any aspect of our service, in the first instance you should contact our client services team on **0800 664 8458**, or email **kundenberatung.de@ig.com**, as the vast majority of complaints can be dealt with at this level.

If our client services team is unable to resolve the matter you may refer it as a complaint to our compliance department. Please set out the complaint clearly, ideally in writing. The compliance department will carry out an impartial review of the complaint with a view to understanding what did or did not happen and to assess whether we have acted fairly within our rights and have met our contractual and other obligations. A full written response will be provided within eight weeks of receiving the complaint.

**Please write to:** [compliance@ig.com](mailto:compliance@ig.com); or

Compliance Department  
IG Europe GmbH  
Westhafenplatz 1  
60327 Frankfurt

If you are classified as a retail client, and in some instances a professional client, and you do not feel that your complaint has been resolved satisfactorily by the compliance department, you are able to refer your complaint to the Bundesanstalt für Finanzdienstleistungsaufsicht or Deutsche Bundesbank. The Bundesanstalt für Finanzdienstleistungsaufsicht and Deutsche Bundesbank have established procedures to resolve disputes between financial institutions and their customers. Details of these procedures will be provided by the Compliance department in their final response to your complaint.

The address of the conciliation offices are:

Schlichtungsstelle bei der  
Bundesanstalt für Finanzdienstleistungsaufsicht  
Referat ZR 3  
Graurheindorfer Straße 108  
D-53117 Bonn  
Fon: 0228 / 4108-0  
Fax: 0228 / 4108-62299  
E-Mail: [schlichtungsstelle@bafin.de](mailto:schlichtungsstelle@bafin.de)

**Deutsche Bundesbank**  
**- Schlichtungsstelle -**  
**Postfach 11 12 32**  
**60047 Frankfurt am Main**  
Fax: +49 (0)69 709090-9901  
E-Mail: [schlichtung@bundesbank.de](mailto:schlichtung@bundesbank.de)

In the event that a situation arises that is not covered by the customer agreement, we will resolve the matter on the basis of good faith and fairness and, where appropriate, by taking such action as is consistent with market practice.

If we're unable to resolve a dispute internally, you can choose to raise the complaint via the [European Commission's Online Dispute Resolution Platform](#), also.

You may also refer the complaint to the Allmänna reklamationsnämnden (ARN). They can be contacted at the following details:

<https://www.arn.se/>  
<mailto:arn@arn.se>