



Finance Managers Co. Limited Complaints Procedure



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Complaints Procedure

Our support staff are available to speak to you five days a week on +44 203 808 9388.

Most customers' concerns can be resolved by our Customer Support staff, who will do all they can to help. If they are unable to do so the complaint will be passed to a specialist team for investigation.

If you prefer, you can write to us at:

FINANCE MANAGERS CO. LIMITED
Govant Building 1st Floor
PO Box 1276, Port Vila, Vanuatu

Alternatively contact us by email to customer@ubfx.co

To help us investigate your complaint as quickly and efficiently as possible, please provide us with your name and address, a daytime telephone number on which we can contact you, and if contacting us in writing, your account details. Please provide a clear description of your complaint, and what you would like us to do to resolve it.

We will acknowledge receipt of your complaint within five business days and we will endeavour to resolve your complaint within 28 days. However, from time to time, it may be necessary to carry out further investigation to ensure we fully resolve your complaint. If this occurs we may require the maximum of eight weeks from the date of receipt of your complaint before we respond to you, we will keep you updated on the progress of your complaint.

In the unlikely event that we are unable to resolve your complaint within eight weeks of receipt, or if you are not satisfied with our final response, you can contact the Financial Ombudsman Service at:

Vanuatu Financial Services Commission
Rue Bougainville, PO Box 9023, Port Vila, Vanuatu
Phone: +678-22-247, Fax: +678-22-242
www.vfsc.vu/fees-help-support/contact-us
e-mail: info@vfsc.vu

Due to CFTC regulatory restrictions and in accordance with the Dodd-Frank Act, FINANCE MANAGERS CO. LIMITED CANNOT OPEN ACCOUNTS FOR RETAIL CUSTOMERS WITH RESIDENCE IN THE UNITED STATES*.

*A United States resident means any of the following: any natural person resident of the United States; any company, partnership, or other legal entity created or organised under the laws of any jurisdiction of the United States; a branch or agency of a foreign entity located in the United States; a trust of which the trustee is a United States resident; an estate of which a United States resident is the executor or administrator; or any account held for the benefit of a United States resident.