



## **Complaints Procedure**

At eToro Money, we strive to provide excellent service to all of our customers. If you're not entirely satisfied with our service, we want to hear about it. We take all feedback seriously and are committed to resolving complaints fairly and promptly.

### **How to Make a Complaint**

If you wish to make a complaint, you can contact us by:

- If you have an eToro Money account, you can use the chat function to speak with our Customer Service team (Monday-Friday 10:00-18:00 during operating hours). To access the chat:
  1. Go to the eToro Money app
  2. Tap your avatar at the top left of the screen.
  3. Select Customer Service.
  4. Choose Cash Account.
  5. Select Live Chat
- Writing to us at: Maclaren 3B, The Lancastrian Office Centre, Talbot Road, Manchester, M32 0FP
- Contacting us via telephone on: +44 2045251189

Please provide as much detail as possible about your issue, including your account information and the reason for your complaint, so we can resolve it quickly.

### **What Happens Next?**

We'll acknowledge your complaint as soon as possible and no later than 5 business days from receipt.

Our dedicated team will review your case and may contact you for further information.

We aim to resolve complaints promptly. If we can't resolve your complaint right away, we'll keep you informed about our progress and provide a final response within 15 business days.

### **Not Satisfied?**

If you are not satisfied with our final response, or if 15 business days have passed and you haven't received a response, you have the right to refer your complaint to the Financial Ombudsman Service (FOS). The FOS is an independent and free service.

Financial Ombudsman Service (FOS) Contact Details:

Phone: 0800 023 4567

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Postal Address: Financial Ombudsman Service, Exchange Tower, London, E14 9SR

### **Further Information**

Please note that you should contact the FOS within six months of our final response to your complaint. For more information about the FOS, including how to make a complaint, visit [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)