



## Complaints Information

**Sonar Markets is a trading name of BUX Financial Services Limited.**

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 Customer Services Department. Most customers' concerns can be resolved by our Customer Services staff, who will do all they can to help.

If the matter cannot be resolved at this level, you should make it clear that you remain unhappy with the outcome and ask the matter to be escalated. The matter will then be referred to our Compliance Department.

**By post:**

If you prefer, write to us at:

BUX Financial Services Limited  
2nd Floor, Canvas  
35 Luke Street  
London  
EC2A 4LH  
United Kingdom

**By email:** [support@buxmarkets.com](mailto:support@buxmarkets.com)

To help us investigate your complaint as quickly and efficiently as possible, please provide us with your:

- Your name
- Your address
- Your 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.

The Compliance Department will acknowledge your complaint within five business days and 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 will keep you updated on the progress of your complaint.

If our Compliance Department is unable to resolve your complaint within eight weeks of receipt, or you are not satisfied with the response, you can contact the Financial Ombudsman Service:

Financial Ombudsman Service  
South Quay Plaza  
183 Marsh Wall  
London E14 9SR

Telephone: 0845 080 1800  
Email: [enquiries@financial-ombudsman.org.uk](mailto:enquiries@financial-ombudsman.org.uk)  
Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)