

# **European Compliance**

## **Clients' Complaints Procedure**

**External use**

## Purpose

This procedure provides information to Clients (“Clients” or “you” or “your”) of Instinet Europe Limited (“Instinet” or “we” or “us” or “our”) who wish to register a complaint..

We value our relationship with our Clients and it’s important that we can help resolve any issues you may have. That’s why we are committed to supporting your experience in a way which is fair, clear and not misleading. Therefore we encourage you to let us know if you are not satisfied with any of the services or products that we provide. If you have a complaint about any of our services, please share your concerns right away so we can help you and resolve your complaint as quickly as possible.

## Scope

This procedure applies to any Client of Instinet who is not satisfied with the service provided in our capacity as an FCA regulated institution, the above includes but is not limited to our brokerage services and those services provided by us pursuant to our authorisation as a Payment Services Institution. If an order has been sent to Instinet for execution via an affiliated Instinet entity, you should contact the relevant Instinet affiliate who will liaise with Instinet on your behalf.

## How do you file your complaint?

If a Client wishes to make a formal complaint, the notification can be made via email or letter to Instinet’s Compliance Department and include the information below:

### Contact address:

- Email: [uk.compliance@instinet.co.uk](mailto:uk.compliance@instinet.co.uk)
- Letter: UK Compliance, Instinet Europe Limited, 1 Angel Lane, London, EC4R 3AB

### Information to include:

- Name of the Client and the name of the contact person
- Your contact details: postal address, e-mail address and telephone number(s)
- Information regarding your complaint: date, service, product, issue, trade references
- Resolution: how you would like your complaint to be resolved
- The name of your Instinet sales representative or contact person.

## When can you expect a response to your complaint?

### Investment Services business

The provisions of this section relates to complaints handling for all Investment Services<sup>1</sup> provided by Instinet. When we receive your complaint, we will send an acknowledgement that we have received your complaint. Within four weeks of receiving your complaint we will send you either a final response or a holding response.

Where we have sent you a holding response, we will explain why we are not able to respond to your complaint in full and we will indicate when you will receive a final response with resolution of your complaint. In general, we will strive to provide you with a final response within eight weeks after the receipt of your complaint.

In the event your complaint cannot be resolved within eight weeks, we will notify you and explain why we are not able to respond to your complaint in the set timeframe and indicate when we will be able to provide you with a final response.

### Payment Services business

The provisions of this section relates to complaints handling for services provided by Instinet pursuant to its authorisation as a Payments Services Institution<sup>2</sup>.

When we receive your complaint, we will send an acknowledgement in writing that we have received your complaint and make every possible effort to address all points raised within 15 clear business days.

In the event that we cannot address all points raised in the complaint above within the timescale above, we will send you a holding reply within 15 clear business days of receipt of the above complaint, with a clear indication of the reasons for the delay and a specified deadline of when we will be able to address all points raised in the complaint above. The specified deadline will be no later than 35 clear business days of receipt of the above complaint.

If there is anything in this procedure that you require further information on, please contact UK Compliance, via the contact details set out above.

### European Compliance 2018

<sup>1</sup> as defined in the Recast Markets in Financial Instruments Directive (2014/65/EU), Annex 1, Section A

<sup>2</sup> Pursuant to regulation 6 of the Payment Services Regulations 2017 (SI 2017/752) (conditions for authorisation as a payment institution) and included by the FCA in the Financial Services Register as an authorised payment institution pursuant to regulation 4(1)(a) of the Payment Services Regulations

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