



Wholly-owned subsidiary of
GSTechnologies Ltd (LON:GST)

Company Registration Number 06953910

The Mermaid House
2 Puddle Dock, Office 205, Blackfriars
London, EC4V 3DB, UK

+44 (0)207 332 2805
www.angrafx.com

Complaints Procedures

Angra Ltd strives to give a high-quality service to our customers. It is important for us to know if we do disappoint you. We welcome any service improvement suggestions that you may wish to make by contacting us.

You may think the matter serious enough to complain. Please make your complaint in writing or by filling your complaint electronically.

1. REPORTING YOUR COMPLAINT

We are sorry if you are dissatisfied with the way the original person dealing with your matter has handled your problem. If you wish to make a formal complaint, the next step is to advise us. This can be done by email or in writing, setting out the details, explaining what you think went wrong and what you feel would put things right.

Contact details for this purpose are below:

Email

Either through your normal contact at Angra Ltd or compliance@angrafx.com

Telephone

Either through your normal contact at Angra Ltd or by telephoning us on +44 20 7332 2805.

Post

Angra Ltd, The Mermaid House, 2 Puddle Dock, Office 205, Blackfriars, London, England, EC4V 3DB

Once your complaint is received, we will arrange for it to be fully investigated. Your complaint will be acknowledged in writing within five working days of receipt and the letter will say when you can expect a full response. This should normally be within 15 working days. It is only possible for us to extend this deadline if we are reliant on third parties to provide information and their response times are beyond our control. If this is the case, we have up to 35 working days to issue a final response. You will be informed prior to the expiry of the first 15 days if we need to extend the deadline. If you remain dissatisfied, you may take the matter further by contacting the Financial Ombudsman Service.

2. CONTACT THE FINANCIAL OMBUDSMAN SERVICE (FOS)

Angra Ltd is covered by the Financial Ombudsman Service (FOS), so if you are not satisfied with the outcome of your complaint, or if eight weeks have passed since you first made your complaint, you can refer your complaint to the FOS. If you want the FOS to look into your complaint, you must contact them within six months of the date of any final response issued.

They will need to know: – some personal details – your name and address, what the problem is – and how you want things put right and some key details in regards to the complaint. (Amount / date of transaction / transaction reference number / copy of receipt and all other details you think are relevant for the complaint).

About the Financial Ombudsman Service

The Financial Ombudsman Service offers a free independent service, and they can help with most financial complaints. However, there are some limitations on what the Financial Ombudsman Service can look into, and further information about this can be obtained from them directly. Ordinarily this service is available to consumers, corporates that qualify as a “Micro-Enterprise” as defined by the FSC or a small Charity as defined by the Payment Services Regulations 2017.

Contact the Financial Ombudsman Service:

Telephone

0800 023 4567 (landline users) or
0300 123 9 123 (mobile users)

Email

complaint.info@financial-ombudsman.org.uk

Post

Exchange Tower, London E14 9SR

Web

Financial Ombudsmen Service (FOS)