

Complaints Information

Activotrade Mini is a trading name of "Activotrade, Agencia de Valores, S.A" although may be jointly used with ayondo markets Limited for the purpose of commercialising the services of the latter.

For the purpose of this document that you are about to read, Activotrade Mini refers exclusively to the execution services provided by ayondo markets Limited. If you would like to read the legal and regulatory documents related to "Activotrade, Agencia de Valores, S.A" please visit www.activotradeav.com

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 on +44(0)20 3326 2131. Most customer's concerns can be resolved at this stage; our Customer Services department 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:

ayondo markets
Floor 4
Audrey House
16-20 Ely Place
London EC1N 6SN
United Kingdom

By email: info@ayondo.com

To help us to investigate your complaint as quickly and as 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.

The Compliance Department will acknowledge your complaint within five business days and endeavor 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 you are a retail client and the 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

Website: www.financial-ombudsman.org.uk

CFDs are high risk investments and it is possible to lose more than your initial deposit. CFDs are not suitable for all investors and you should ensure that you understand the risks involved and, if necessary, obtain independent financial advice to ensure that these products fit your investment objectives. Activotrade Mini is a trading name of ayondo markets Limited. ayondo markets Limited is a company registered in England and Wales under register number 03148972. ayondo markets Limited is authorised and regulated by the Financial Conduct Authority, FCA Register number 184333.