

Important Information & Dispute Resolution

YOUR CANCELLATION RIGHTS

There is no minimum duration for this agreement. Should you decide to cancel your account with City Index, you can do so by writing to us at Park House, 16 Finsbury Circus, London, EC2M 7EB. If you have any open trades with us, your account will remain open until they are closed, filled or cancelled in accordance with the Terms and Conditions.

COMPLAINTS PROCEDURE

Should you wish to make a complaint about any aspect of our service, you may do so by writing to the Customer Service Department at the address above. If your complaint is not dealt with to your satisfaction, it may be further referred to our Compliance Manager.

Should you remain dissatisfied with the handling of the dispute, you have the right as a private customer to refer your complaint to the Financial Ombudsman Service (FOS), South Quay Plaza, 183 Marsh Mall, London, E14 9SR.

Copies of our complaints handling procedure are available on request.

COMPENSATION ARRANGEMENTS

We are covered by the Financial Services Compensation Scheme. In the unlikely event that we were to face liquidation and cannot meet our obligations, private customers may be entitled to compensation from the scheme. Most types of investment business are covered for 100% of the first £30,000 and 90% of the next £20,000, so the maximum compensation is £48,000. Further information about compensation arrangements is available from the Financial Services Compensation Scheme.

THE CONTRACT AND LAW APPLICABLE TO IT

The contract and all future correspondence will be in English. Without agreement to the contrary, English Law will apply.