

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

As an FSA regulated firm, we participate in the Financial Services Compensation Scheme ("the Scheme"). If you are an eligible claimant under the Scheme you may be entitled to compensation from it if we cannot meet our obligations. From 1 January 2010, for most kinds of investment, you would now receive the first £50,000 of any claim in full. Further information about the Scheme can be obtained from Financial Services Compensation Scheme, 7th Floor, Lloyds Chambers, Portsoken Street, London E1 8BN.

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.