

Hirose Financial UK Ltd. Complaints Handling Summary Policy

We are committed to providing a high standard of service to our clients on every occasion. We do recognize however, that occasionally there may be circumstances where you are dissatisfied with the service that you receive from us and wish to raise a complaint. Normally, complaints arise from misunderstandings and most can be resolved quickly and easily. In the first instance please contact our Client Services Team.

If our client services team is unable to resolve the matter you may refer it as a complaint to our compliance department. Please set out the complaint clearly, ideally in writing. The compliance department will carry out an impartial review of the complaint with a view to understanding what did or did not happen and to assess whether we have acted fairly within our rights and have met our contractual and other obligations. A full written response will be provided within eight weeks of receiving the complaint.

Please write to: compliance@hiroseuk.com or

Compliance Department
Hirose Financial UK Ltd.
25 Finsbury Circus,
London EC2M 7EE

If you are classified as a retail client, and you do not feel that your complaint has been resolved satisfactorily by the compliance department, you are able to refer your complaint to the Financial Ombudsman Service. The Financial Ombudsman Service is an independent organization that was established to resolve disputes between financial institutions and their customers. Details of the Financial Ombudsman Service will be provided by the Compliance department in their final response to your complaint. Any reference to the Financial Ombudsman Service must take place within six months of the Compliance department's final response letter, and you should also note that the Financial Ombudsman Service will not consider a complaint until we have had the opportunity to address the complaint.

The address of the Financial Ombudsman Service is:
The Financial Ombudsman Service

Exchange Tower

London

E14 9SR