

G FORCE BROKING LIMITED

Complaint Information

Version: 1.0
Updated: November 2024

While we strive to uphold the highest standards in all aspects of our service, we acknowledge that there may be times when we do not meet the specific expectations of our customers. To address such instances, we have established processes to thoroughly investigate and resolve any concerns. If you have any complaints regarding the services we provide, please feel free to contact:

Complaints Contact

Name: Namik Gulsun
Address: G Force Broking Limited
15 St. Botolph Street, London, EC3A 7BB
Email: namik.gulsun@gforcebroking.com

In such situations, we pledge the following:

- Aim to resolve your concern informally and confirm the outcome with you in writing.
- Ensure that complaints and concerns are reviewed impartially and independently by a suitably senior and experienced individual.
- Promptly acknowledge receipt of any formal complaints.
- Provide a comprehensive response to your concerns within four weeks. If this is not achievable, we will notify you, explaining the reason for the delay and outlining next steps.
- If your complaint remains unresolved after eight weeks, we will explain the delay and inform you of your right to escalate the matter to the Financial Ombudsman Service, (if applicable).

Financial Ombudsman Service

If you remain dissatisfied with the resolution of your complaint after completing this process, you may have the option to escalate the matter to the Financial Ombudsman Service. Their contact details are as follows:

The Financial Ombudsman Service

Exchange Tower
London E14 9SR
Tel: 0300 123 9123
Email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

Taking any of the actions outlined above does not impact your legal right to pursue action through the courts.