



## **THE BIG EXCHANGE PLATFORM COMPLAINTS POLICY**

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## 1. BACKGROUND AND CONTEXT

**The Big Exchange (TBF) Limited** (from now on referred to as "**The Big Exchange**", or "**we**") provides the general public in the UK access to invest in products supplied by our Partner suppliers via our website [www.bigexchange.com](http://www.bigexchange.com). The Big Exchange also provides information on the investments, educational content, a user account to each customer and all the supplementary material that comes with making investments.

We work hard to make sure that all of the information on our website about the products, the providers and the investment data is correct, accurate and up to date where possible (however the third parties we partner with are responsible for the accuracy of the information they provide about the investments). We want our customers to have the information needed to make informed investment decisions for themselves, in a language that is understandable.

We are authorised with the Financial Conduct Authority (FCA) as an Appointed Representative of **Resolution Compliance Limited (FRN 574048)**. This means that, where we provide you with regulated arranging activities, we do so under a contractual relationship with Resolution Compliance Limited where they provide regulatory oversight and supervision, which enables us to legally do the business that we do. This is a common arrangement among start-ups in financial services. The regulated business activities of The Big Exchange are limited to receiving orders from customers in relation to these products and transmitting orders to Rexigon Securities Limited for execution.

## 2. DEFINITION OF A COMPLAINT

We define a complaint first and foremost using the definition contained within the FCA rules, which is as follows:

*“Any oral or written expression of dissatisfaction, whether justified or not, from, or on behalf of, a person about the provision of, or failure to provide, a financial service or a redress determination, which:*

- a) alleges that the complainant has suffered (or may suffer) financial loss, material distress or material inconvenience; and*
- b) relates to an activity of that firm, or of any other firm with whom that firm has some connection in marketing or providing financial services or products, which comes under the jurisdiction of the Financial Ombudsman Service”*

So, while this is the regulator's official definition of a complaint, we try to explain it to everyone working at The Big Exchange in much simpler terms:

*“When a customer of The Big Exchange is unhappy for any reason with the service(s) we provide, we will look to address that issue appropriately, with the proper people, information, and attention that it deserves.”*



### 3. THE BIG EXCHANGE MISSION AND OUR CUSTOMER AIM

We are a mission-driven company that prides ourselves on being inclusive and ensuring that everything we do has a positive effect on society and the environment. Complaints are no different. We aim to reflect this in the way that we speak to our customers and handle any issues that may arise. We aim to resolve complaints as quickly and effectively as possible and to use customer feedback to continually improve our service.

### 4. MAKING A COMPLAINT

Whilst our aim is to ensure that our customers are happy with the services provided by us, we understand that they may occasionally want to raise an issue or concern to us.

Therefore, we have put in place a straightforward procedure for making a complaint so that we can address it as quickly as possible. For all complaints, customers can either send an email to [enquiries@bigexchange.com](mailto:enquiries@bigexchange.com) or call us on 0203 901 8493.

We monitor our email and phonedlines during regular office hours 8:00 – 17:30 and one of our team will aim to acknowledge a complaint within 3 working days. Making a complaint to us is free of charge.

### 5. PROCEDURE THAT WE FOLLOW

We will deal with complaints in accordance with the following regulatory timescales (more information on which is available [here](#) on the FCA's website):

**Day 0:** We receive the customer complaint .

**Within 3 working days:** We will let the customer know in writing via letter or secure message that we have received their complaint and are in the process of dealing with it.

We will then pass on the complaint to the relevant person within The Big Exchange team. We will also notify Resolution Compliance Limited with at the least the following information:

1. The customer's name, address and contact details;
2. Details of any third parties linked to the complaint;
3. The reason for the complaint; and
4. If the consumer has indicated, what they would like as redress.

Ideally, we will aim find a resolution to the complaint within 3 working days and send a letter to the customer to detail the actions that we propose to take to address their concerns. We will upload this document to our Complaint Register for information purposes only. Our Complaint Register is a record of complaints we receive and the measures we have taken to resolve them.

Where the complaint relates to the conduct of a third party which we are not responsible for, we may refer the complaint to them to be resolved and will tell the customer that we have done so.



**Over 3 working days:** Should the complaint not be resolved in 3 working days, The Big Exchange will pass it on to Resolution Compliance who will contact you to acknowledge receipt of the complaint and deal with it on The Big Exchange's behalf.

**Within 8 weeks:** The Big Exchange will respond formally to the complaint with a decision of whether it has been successful or whether we need some more time to review to determine the outcome. Either way, the customer will receive a letter from us within this time period to let them know our final decision. This response will be via letter to the address held by the customer on the Platform.

## 6. FINANCIAL OMBUDSMAN SERVICE

If, when a customer has received our letter, they are not happy with our response, they can reach out to the Financial Ombudsman Service ("**FOS**"), which is a free, independent service for settling disputes between financial services firms and their customers relating to regulated services provided to customers.

The customer has the right to refer their complaint to the FOS, free of charge, but they cannot do so until the 8 week time limit for us to resolve the complaint has passed and must do so within six months of the date of the resolution letter that they receive from The Big Exchange. You can find more about what the FOS can do for you [here](#).

If the customer does not refer their complaint in time, the FOS will not have our permission to consider the complaint and will only be able to do so in very limited circumstances. For example, if the FOS believes that the delay was as a result of exceptional circumstances.

The full contact details for the FOS are detailed below - further information can also be found on their website:

**Write to:** Financial Ombudsman Service, Exchange Tower, London, E14 9SR

**Phone:** 0800 0 234 567 (free from landlines) or 0300 123 9 123 (charged at a national rate)

**Email:** [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

**Website:** [financial-ombudsman.org.uk](http://financial-ombudsman.org.uk)