



COMPLAINTS

Victorian Money Limited
Registered company number: SC475899
Reference number: 625668
Address: 272 Bath Street, Glasgow, Lanarkshire, G2 4JR, UNITED KINGDOM

<https://victorian-fx.com>
support@victorian-fx.com



Complaints

VICTORIAN MONEY LIMITED (“VICTORIAN MONEY LIMITED”, “The Company”, “The firm”, “we” or “us”), is authorised and regulated by the Financial Conduct Authority in the UK. The company appears on the FCA’s Register: VICTORIAN MONEY LIMITED’s company registration number is SC475899. Further information may be obtained from the FCA’s Register by visiting the FCA’s website <http://www.fca.org.uk/register>.

We pride ourselves on offering a high standard of customer service and we take all customer complaints seriously. The firm has internal procedures for handling customer complaints fairly and expeditiously in accordance with the requirements of our Regulator the Financial Conduct Authority (FCA).

Definition of a Complaint

Any oral or written expression of dissatisfaction, whether justified or not, about the provision of, or failure to provide, a financial service which: alleges that the complainant has suffered (or may suffer) financial loss, material distress or material inconvenience provided by VICTORIAN MONEY LIMITED.

A complaint shall include:

- the client’s full name or Company name;
- the client’s account number;
- the affected transaction numbers, if applicable;
- the date and time that the issue arose; and
- a full description of the issue with supporting documentation where applicable

A complaint must not include:

- Offensive and derogatory language directed at VICTORIAN MONEY LIMITED employees or affiliates

Procedure

In the event of you having any reason to feel dissatisfied with any aspect of our service, in the first instance you should contact our Customer Services Department. Most customers’ concerns can be resolved by our Customer Services staff, who will do all they can to help.

If the complainant receives a response from the Customer Support Department but deems that the complaint needs to be raised further, the complainant may either ask the Customer Support Department to escalate it to the Compliance Department or directly contact the Compliance Department (who promises to investigate all complaints independently and expeditiously).

The time limit set by the regulator, the FCA, to provide you with a final response is 8 weeks from the date of receipt of your complaint, although we will aim to resolve all complaints as soon as possible.

The Compliance department is responsible for the supervision of the complaints resolution process and can be contacted at the following address:

The Compliance Officer

VICTORIAN MONEY LIMITED

Address: 272 Bath Street, Glasgow, Lanarkshire, G2 4JR, UNITED KINGDOM

Email: support@victorian-fx.com