

XTX Markets Customer Complaints Disclosure

We are committed to providing a high standard of service to all of our customers and clients (together “Clients”).

XTX maintains a Complaints Handling Policy to document our approach to and assist our clients and the firm in resolving matters that cannot be resolved in the normal course of business.

This policy applies to communications from Clients related to MiFID covered business activities of XTX Markets Limited (XML) and XTX Markets SAS, swap dealer activities of XML and client-facing US equity trading activities of XTX Markets Execution Services (XTXES) (together, “XTX”).

What is a complaint

A complaint (“**Complaint**”) is an expression of dissatisfaction, oral or in writing, by former, current or potential customer or client (together “**Client**”) in connection with XTX’s investment business including Spot eFX, FX derivatives, Systematic Internaliser (SI) or Single Dealer Platform (SDP), which cannot be resolved in a manner which is satisfactory to all parties in the normal course of business.

This may cover a diverse range of issues, from Complaints about services provided, potential breaches of laws, rules and regulations or general customer dissatisfaction due to the Firm’s conduct.

XTX aims to ensure that it treats its Clients fairly at all times. Complaints will be promptly and impartially investigated by XTX’s Compliance department who will consider whether the Complaint should be upheld and what remedial action and/or redress, if any, may be appropriate.

Should you wish to make a Complaint, you should contact your XTX Distribution or Onboarding representative in the first instance. Alternatively, if you do not wish to reach out directly to your representative, you may reach XTX’s Compliance department via the following options:

Email: Complaints@txmarkets.com

Telephone: +44 20 3198 3300

How we handle your complaint

We will handle your Complaint in accordance with our Complaints Handling Policy. Your Complaint will be logged and tracked and acknowledged within two business days of its receipt. During the investigation we may request for further information from you. XTX will endeavour to resolve all Complaints within 10 business days and in any event, a final response shall be sent to you within two months of the date of the Complaint’s receipt.

Where we are required to do so by law, details of your Complaint may also be passed to regulatory bodies.



XTX Markets Limited

R7, 14-18 Handyside Street, London, N1C 4DN

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