

ADDITIONAL INFORMATION ON OUR COMPLAINTS PROCEDURE

Should you feel dissatisfied with any aspect of our services, in the first instance, you should try to resolve your dissatisfaction with your normal contact at Peregrine&Black, alternatively you could email us at: info@peregrineblack.com or call +44 (0)203 750 1800, as the vast majority of complaints can be dealt with at this level. Please provide full details of your query. The more information you provide, the easier it will be for us to resolve the matter. We will get back to you in 24 hours after we have acknowledged that the complaint has been received.

If our client services team is unable to resolve the matter or it has taken more than 24 hours, you may refer it as a complaint to our compliance department. Please set out the complaint clearly, ideally in writing. The Compliance Team will send you an email or letter acknowledging receipt, within 5 business days. The Compliance Team will act impartially and will attempt to resolve the complaint within 4 weeks of the date of the acknowledgement letter.

Where the complaint cannot be resolved within this 4-week period, a more detailed letter will be sent to you clarifying why we are unable to resolve the complaint; for example, this could happen if we have not received enough details about the complaint. The Compliance Team has up to 4 additional weeks to resolve your complaint. A full written response will be provided within eight weeks of receiving the complaint.

You can contact our Compliance Team at:

Please write to: compliance@peregrineblack.com

Or alternatively,

Compliance Department

Peregrine&Black Limited

30 St James's Square

Mayfair

London

SW1Y 4JH

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 (FOS) 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.

Peregrine & Black Limited is a Private Limited Company registered in England and Wales, registered number 8321754.

Peregrine & Black Limited is authorised & regulated by the Financial Conduct Authority (FCA). FRN number 628614. Spread betting and CFD trading are leveraged products and as such carry a high level of risk to your capital which can result in losses greater than your initial deposit.

These products may not be suitable for all investors. Ensure you fully understand all risks involved and seek independent advice if necessary.

The address of the Financial Ombudsman Service is:

The Financial Ombudsman Service

Exchange Tower

London

E14 9SR

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