

## Complaints

---

This document explains how to make a complaint depending on the type of account you have and the type of complaint you want to make. If you have any questions about this document, contact us at [broker@prorealtime.com](mailto:broker@prorealtime.com) or by phone at +44 (0)20 3617 5704.

### Stocks, Futures and Forex accounts

#### Complaints concerning the reception and transmission of your orders

If you have a complaint about the service of reception and transmission of orders service provided by ProRealTime, please contact client support at the following e-mail address: [broker@prorealtime.com](mailto:broker@prorealtime.com) or by phone at +44 (0)20 3617 5704. Most complaints are answered by this service.

If this service can not resolve your complaint you can write to our complaints department at:

*ProRealTime*  
*Complaints department*  
30 Avenue Edouard Belin  
92500 Rueil-Malmaison  
FRANCE

Please explain your complaint clearly and completely. The complaints department will confirm reception of your complaint within 10 days from the date of sending and reply to your complaint within 8 weeks from the date of sending.

If you are not satisfied after receiving a reply from our complaints department, you can contact the French Financial Market Authority Mediator at the following address: 17 place de la Bourse, 75082, PARIS CEDEX 02 FRANCE – [website](#). You will not be charged for this service.

#### Complaints concerning execution of your orders (service provided by Interactive Brokers or Saxo Bank)

If you have a complaint about the execution of your orders, you can directly contact the company in charge of holding the funds in your account and executing your orders (Interactive Brokers or Saxo Bank).

- **To make a complaint to Interactive Brokers:**

- Connect to your account management interface via the following link:

<https://www.clientam.com/Universal/servlet/AccountAccess.Login?partnerID=prorealtime>

- Then go to the "support" section, choose "message center" and click "create". Choose the category of your message (for example "trading") and use the word "Complaint" in the subject of your message.

- **To make a complaint to Saxo Bank:**

- Fill in the online form by clicking on this link : <https://www.home.saxo/legal/complaints/complaint-form>

- Alternatively if you wish to file a written complaint by mail, you can complete this form and mail it to the following address :

*Saxo Bank A/S*  
*Att.: Complaints*  
*Phillip Heymans Allé 15*  
*2900 Hellerup*  
*Denmark*

### CFD and Forex accounts (IG sponsored by ProRealTime)

If you have an IG account sponsored by ProRealTime, please consult the following document:

[https://www.ig.com/usermanagement/customeragreements?igCompany=iggb&agreementType=complaints\\_policy&locale=en\\_GB](https://www.ig.com/usermanagement/customeragreements?igCompany=iggb&agreementType=complaints_policy&locale=en_GB)