

In the unlikely event of you having any reason to feel dissatisfied with any aspect of our service, in the first instance you should contact us by email at info@spectrum-markets.com, as the vast majority of cases can be dealt with at this level.

If we are unable to resolve the matter you may refer it as a complaint to our compliance department.

Please write to: compliance@spectrum-markets.com or

Spectrum MTF Operator GmbH
Compliance Department
Westhafentower
Westhafenplatz 1
60327 Frankfurt

Please set out the complaint clearly, ideally in writing. The compliance department will carry out an impartial review of the complaint with a view to understanding what did or did not happen and to assess whether we have acted fairly within our rights and have met our contractual and other obligations. A full written response will be provided within eight weeks of receiving the complaint.