



SPECTRUM
Lighting up the market

INFORMATION ON OUR COMPLAINTS HANDLING PROCEDURE

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.

If you have any complaint regarding the financial services provided by SPECTRUM Members or Issuers, please contact the relevant service provider directly.

SPECTRUM LIGHTING UP THE MARKET

Westhafentower | Westhafenplatz 1 | 60327 | Frankfurt E: info@spectrum-markets.com