AMT FUTURES LIMITED - DISCLOSURE TO COMPLAINANTS

How to complain and how we will respond?

AMT Futures Limited is authorised and regulated by the Financial Conduct Authority (FCA) in the United Kingdom to provide regulated products and services. We are required to have in place effective and transparent procedures for the reasonable and prompt handling of complaints in relation to this service.

This document sets out the complaints handling procedures that we will follow in the event that you make a complaint.

Does this policy apply to you?

It is important to note that we will treat all complainants equally, however only eligible complainants will be able to refer complaints to the Financial Ombudsman Service (FOS) if you are not satisfied with the way that we have handled your complaint. See below for more information on the FOS.

How can you make a complaint?

You can make a complaint by any reasonable means – for example, letter, email, telephone or in person. It is free of charge to complain.

To make a complaint, please contact:

Name:	Harry Brett
Address:	Level 35, 110 Bishopsgate, London EC2N 4AY, United Kingdom
Email Address:	amtfcomplaints@amcgroup.com
Phone number:	+44 20 7466 5599

What will we do once we have received your complaint?

Your complaint will be referred to the individual nominated on our website to receive complaints as soon as possible. If they are involved in the subject matter of the complaint, your complaint will be directed to another member of our senior management team.

We will promptly acknowledge your complaint in writing. In this acknowledgment, we will provide the name and title of the individual handling your complaint. This individual will be given the authority necessary to investigate and settle the complaint. A copy of this policy will also be included at this time.

Investigating and resolving your complaint

We will investigate your complaint competently, diligently and impartially with a view to deciding whether the complaint should be upheld and whether any remedial action and / or redress may be appropriate. We will set out our conclusions in a final response to you.

If we decide that redress is appropriate we will aim to provide you with fair compensation for any acts or omissions for which we are responsible. If you accept our offer, we will promptly provide the compensation to you.

Our timetable for responding to you

Once we have acknowledged your complaint, we will keep you informed of our progress. If we can quickly resolve your complaint, we will send you a Summary Resolution Communication, which will:

- Acknowledge your complaint and confirm that we now consider it to be resolved; and
- If we believe you are an eligible complainant, explain that you may still be able to refer your complaint to the FOS if you subsequently disagree with our decision, and the timescales you have for doing this; and provide information about how to contact the FOS.

If we cannot resolve your complaint quickly, within eight weeks of receiving your complaint, we will send you either a final response or a written response explaining why we are not in a position to make a final response and when we expect to provide one.

If we believe you are an eligible complainant, our response will also:

- Inform you that, if you remain dissatisfied, you may refer the complaint to the FOS; and
- Enclose a copy of, or an electronic link to, the FOS standard explanatory leaflet.

Financial Ombudsman Service

If you are an eligible complainant, you have the right to refer a complaint to the FOS if you are not satisfied with the outcome of your complaint. Your rights are detailed in the FOS's leaflet "Want to take your complaint further?" which we will provide to you as part of the complaints process. Please remember, if you wish to refer a complaint to the FOS, you must do so within six months of the date of our final response. The FOS website is at: www.financial-ombudsman.org.uk/.

Closing complaints

We will regard your complaint as closed in the following circumstances:

- Once we have sent you a final response;
- Where you have informed us in writing that you accept an earlier response that we have sent to you; or
- If you refer your complaint to the FOS when the FOS informs us that the complaint has been closed.

Questions

Should you have any enquiries regarding our complaints procedure, please do not hesitate to contact us on +44 20 7466 5724 or at amtfcomplaints@amcgroup.com.

July 2026