



ADDITIONAL INFORMATION ON OUR COMPLAINTS PROCEDURE

If you feel dissatisfied with any aspect of our service, please first contact our trading services team at **312 981 0498**, or email **helpdesk.us@ig.com**. A vast majority of complaints can be dealt with at this level.

If our trading services team is unable to resolve the matter, please address your complaint to our compliance department. In order for our team to best serve you, please describe your complaint clearly in writing. The compliance department will carry out an impartial review of the complaint in order to understand the nature of events and assess whether we have acted fairly within our rights and have met our both our contractual and other obligations. A written response will be provided within four weeks of receiving the complaint.

Please write to: compliance.us@ig.com or

IG
Compliance Department
200 W Jackson Drive
Suite 1450
Chicago, IL 60606

In the event that a situation arises that is not covered by the customer agreement, we will resolve the matter on the basis of good faith and fairness and, where appropriate, by taking action consistent with market practice.

If we're unable to resolve a dispute internally, you can choose to file a complaint via the National Futures Association online platform at <https://www.nfa.futures.org/basicnet/Complaint.aspx>.