



TREATING CUSTOMERS FAIRLY POLICY

AT Global Markets (UK) Limited (“ATFX”) is authorised and regulated by the Financial Conduct Authority [“FCA”]. Under the FCA’s Handbook of rules and guidance every authorised firm is responsible for making sure that its customers are treated fairly. The regulator’s principles of business include explicit and implicit guidance on the fair treatment of customers including its Principle 6 which states that “a firm must pay due regard to the interests of its customers and treat them fairly”.

ATFX values all of its clients and constantly strives to ensure that all receive a user-friendly, reliable and high quality service. As part of ATFX’s overall approach to business, ATFX is fully committed to treating customers fairly and as such endeavour to meet clients’ expectations which includes taking the following measures.

- Ascertaining the appropriateness of ATFX’s service provision for each new applicant before offering them an account so as to ensure, for the benefit of the applicant, that it is in line with their knowledge and experience.
- Ensuring that product and risk information remains clear and prominent at all times.
- Continually aiming to understand the needs of our clients
- Keeping all clients fully informed of ATFX’s products and services in a clear and fair manner that is unambiguous and not misleading.
- Endeavouring to ensure that clients understand and are reminded of the risks associated with the trading products offered by ATFX.
- Constantly developing ATFX’s trading platform to match clients’ trading requirements including making available effective and easy to understand risk management and educational tools.
- Taking all measures possible to provide an uninterrupted trading service with competitive spreads / charges.
- Responding in a timely manner to account applicants’ and clients’ questions and queries and promptly addressing any issues or concerns.
- Dealing with any client complaints in accordance ATFX’s Complaints Handling Policy procedures and timescales in order to meet ATFX’s obligations to clients and under the UK regulatory system.

If clients or applicants for an account have any questions on ATFX’s Treating Customers Fairly Policy please contact the Customer Services Department.

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