

# Complaints Procedure

How we handle complaints · Document version 3 · Effective date: 1 July 2026

## 1. Our commitment

Iron Bridge Markets aims to resolve every complaint fairly, promptly and transparently. Complaints are handled free of charge.

## 2. How to complain

You may submit a complaint through any of the following channels:

- Email: [compliance@ironbridgemarkets.net](mailto:compliance@ironbridgemarkets.net)
- Post: Iron Bridge Markets, Compliance Department, Talstrasse 82, 8001 Zürich, Schweiz
- Platform: the support section of your client portal

Please include your account number, a description of the issue and the outcome you are seeking.

## 3. What happens next

We acknowledge your complaint in writing within 2 business days.

A member of the Compliance team who was not involved in the matter investigates your complaint independently.

We provide a final written response within 15 business days. In exceptional cases we may take up to 35 business days and will tell you why.

## 4. If you are not satisfied

If you remain dissatisfied with our final response, you may refer the matter to the relevant ombudsman or dispute-resolution body, details of which are provided with our final response.

## 5. Records

We keep a record of each complaint and the measures taken for its resolution for at least five years.

This document forms part of the legal documentation of Iron Bridge Markets. Trading financial instruments involves risk. You should read this document carefully and contact [compliance@ironbridgemarkets.net](mailto:compliance@ironbridgemarkets.net) if anything is unclear.