

## Truffle Invest Ltd Complaints Procedure

Truffle Invest Ltd (“Truffle”) appreciates feedback from clients on services and products provided. Where this feedback is negative it may be considered as a complaint. Truffle takes complaints from users seriously and will seek to resolve your complaint quickly and fairly.

In the first instance please email Truffle at [info@truffleinvest.com](mailto:info@truffleinvest.com), or write to us at; Truffle Invest Ltd, 67 Wingate Square, London, SW4 0AF.

If you are not satisfied with Truffle’s resolution of your complaint, you may have the right to refer the complaint to the Financial Ombudsman Service (South Quay Plaza, 183 Marsh Wall, London E14 9SR, [www.financial-ombudsman.org.uk/](http://www.financial-ombudsman.org.uk/)). You can also use the European Commission's Online Dispute Resolution platform; [www.ec.europa.eu/consumers/odr](http://www.ec.europa.eu/consumers/odr).

Please note however, that the Ombudsman will not look at a complaint until it has been raised with Truffle and Truffle has had a reasonable time to respond.

Truffle Invest Ltd is an Appointed Representative (FRN 816214) of Met Facilities LLP which is authorised and regulated by the Financial Conduct Authority (FRN 587084). Truffle Invest Ltd is registered in England with registered company number 11276896 and registered office at Truffle Invest Ltd, 67 Wingate Square, London, SW4 0AF.