



Complaints Notice

Capstone Global Markets LLC

Company: Capstone Global Markets LLC

Company No.: 119LLC2019

Review: Annual

Date Updated: June 2021

Risk Warning: trading CFDs and FX is risky. It isn't suitable for everyone and you could lose substantially more than your initial investment. You don't own or have rights in the underlying assets. Past performance is no indication of future performance and tax laws are subject to change. The information in this document is general in nature and doesn't take into account your or your client's personal objectives, financial circumstances, or needs. Please read our legal documents and ensure you fully understand the risks before you make any trading decisions. We encourage you to seek independent advice.

FXCG is the trading name of Capstone Global Markets LLC with Company Number 119LLC2019 and the Head Office at The Financial Services Centre, Stoney Ground, Kingstown, St. Vincent and the Grenadines.

Complaints Notice

In the unlikely event that you're not satisfied with any aspect of our service, please contact our client support team by email at info@fxcg.com.

If our support representative isn't able to resolve your issue then you can raise the matter as a complaint with our Compliance Officer. They'll carry out an impartial assessment of the complaint to establish whether we've acted fairly and met all of our contractual and regulatory obligations to you.

We'll provide you with a written response within 45 days of receiving your complaint. You can contact our Compliance Officer at info@fxcg.com; Or

Attention – the Managing Director
Capstone Global Markets LLC
The Financial Services Centre,
Stoney Ground, Kingstown
St. Vincent and the Grenadines

If you believe that we haven't resolved your complaint to your satisfaction, then you can refer your complaint to the Financial Services Authority. We'll provide you with the contact details for the Financial Services Authority when we issue you with a response to your complaint.

the Financial Services Authority can be contacted by following contacts:

Address: 2nd Floor, Reigate Building, P.O. Box 356, Kingstown, St. Vincent, West Indies

Email: info@svgfsa.com

Call: (784) 456-2577 / (784) 457 2328 / (784) 485 6031