



Complaints Information

投诉信息

CFDs are high risk investments. Your capital is at risk. CFDs are not suitable for all investors and you should ensure that you understand the risks involved and, if necessary, obtain independent financial advice to ensure that these products fit your investment objectives. YingJiaoYi is a trading name of ayondo markets Limited. ayondo markets Limited is a company registered in England and Wales under register number 03148972.

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In the unlikely event of you having any reason to feel dissatisfied with any aspect of our service, in the first instance you should contact our Customer Services Department. Most customers' concerns can be resolved by our Customer Services staff, who will do all they can to help.

如果您对我们服务的任何方面感到不满意，您应在第一时间联系我们的客服部门。大多数客户关心的事宜可由我们客服人员解决，他们将尽全力地提供帮助。

If the matter cannot be resolved at this level, you should make it clear that you remain unhappy with the outcome and ask the matter to be escalated. The matter will then be referred to our Compliance Department.

如果这个层面无法解决，您应表明可对结果保留不满并要求升级处理此事。事宜将提交至我们的合规部。

By post:

信件:

If you prefer, write to us at:

您也可写信至以下地址:

盈交易(YingJiaoYi),
10th Floor Linen Court,
10 East Road,
London,
N1 6AD
United Kingdom

By email:

通过电子邮箱:

support@yingjiaoyi.mobi

To help us investigate your complaint as quickly and efficiently as possible, please provide us with your name and address, a daytime telephone number on which we can contact you, and if contacting us in writing, your account details. Please provide a clear description of your complaint, and what you would like us to do to resolve it.

为帮助我们尽快高效地调查您的投诉，请向我们提供您的姓名地址，日间可联系的电话号码；如果您是写信联系我们，请提供您的账户信息。请提供对投诉的详细描述，以及您希望我们如何解决。

The Compliance Department will acknowledge your complaint within five business days and endeavour to resolve your complaint within 28 days. However, from time to time, it may be necessary to carry out further investigation to ensure we fully resolve your complaint. If this occurs, we will keep you updated on the progress of your complaint.

合规部将在五个营业日内了解您的投诉，并承诺在 28 天内解决。但是，根据经验，可能需要更深入的调查以确保我们能够完全解决您的投诉。如果发生此情况，我们将向您随时更新投诉处理进程。



If Compliance Department is unable to resolve your complaint within eight weeks of receipt, or you are not satisfied with the response, you can contact the Financial Ombudsman Service:

如果合规部无法在收到投诉的八周内解决，或您对回应不满意，您可联系金融督查服务机构：

Financial Ombudsman Service South Quay Plaza 183 Marsh Wall London E14 9SR
伦敦泽廓 183 号南码头广场金融督查服务机构， E14 9SR

Telephone: 0845 080 1800

电话： 0845 080 1800

Email: enquiries@financial-ombudsman.org.uk

电子邮箱： enquiries@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

网址： www.financial-ombudsman.org.uk