

## COMPLAINTS POLICY

The Realistic Trader prides itself on providing excellent customer service. We want our customers to be happy and satisfied with the service they receive from us.

We have a fantastic dedicated customer service team which is available from 10am – 6pm Monday to Friday to answer any queries that customers may have. Customers can contact the team by email at [admin@therealistictrader.com](mailto:admin@therealistictrader.com), by telephone on 0333 335 0400, or by Live Chat on the website. It is our policy to endeavour to respond to all queries within 48 hours of receipt.

If any customer has a complaint, or is not entirely happy with their membership, we want them to get in touch and let us know so that we can respond and where possible, improve their experience.

If it becomes necessary, the customer service team may escalate any complaints to The Realistic Trader management team, who may respond directly to the customer if that is appropriate.

The Realistic Trader is so confident that customers will love our initial three months membership, we offer a 100% money back guarantee if customers are not entirely happy. Further details of the conditions of this guarantee is available in our Terms and Conditions.

**Reviewed: May 2018**