



**Galaxy Digital UK Limited (“GDUK”)
Complaints Handling Policy Summary
December 2024**

GDUK Complaints Handling Policy Summary

GDUK (the “**Firm**”) always aims to provide a high standard of service. On occasions, the Firm may fall short of this goal, which may result in a complaint. The Firm aims to treat any and all complaints fairly and objectively, and in accordance with applicable laws and regulations.

Complaint Contacts

If you are dissatisfied with the Firm’s services, you may raise a complaint via various channels, including by raising this with your usual GDUK sales representative contacts.

You may also raise complaints by contacting our Complaints Officer via email at UKComplaints@galaxy.com.

Complaints Handling Process

Upon receipt of a complaint concerning the investment services we offer, the complaint will be logged and reviewed. We will acknowledge your complaint, and we shall aim to resolve it promptly.

If we are unable to resolve your complaint fully within three business days of receipt, we shall contact you in writing or via email to advise that your concerns are being addressed and to set out the next steps that we intend to take.

We shall keep you informed as necessary regarding the progress of our consideration of your complaint.

Determination of complaints

Following the Firm’s investigation of your complaint, we shall provide you with a final response in writing or over email, confirming whether the complaint has been upheld and including any proposed remediation.

If you are not satisfied with our final response, you may consider pursuing legal action against the Firm if you consider this necessary.