

Treating Customer Fairly Policy

Goldenway Global Investments (UK) Limited (“GGIL”) is committed to offering customers high standard of service, we therefore support the Financial Conduct Authority initiative of *Treating Customers Fairly*. The policy states that a firm must pay due regard to the interests of its customers and treat them fairly.

We aspire to protect the interests of our customers in all areas of our dealings with them and meet the needs of each customer by offering a transparent and professional service, and constantly review our service to identify areas where we can improve it.

Our Commitment to you

- We ascertain the appropriateness of the requested service for all customers, prior to offering them an account, to ensure that product and risk information remains clear and prominent at all times;
- To provide timely and best execution at all times;
- To maintain a superior level of system and platform availability;
- To ensure financial promotions are clear, fair and not misleading;
- To provide accurate, complete and timely communications;
- To give you access to a formal complaints procedure should you become unhappy with our service and ensure that all complaints are handled fairly and promptly.

How you can help us

To help us provide you with high standard of service, we kindly request you to:

- Keep us informed of any changes to your work or home contact details;
- Let us know if there is any aspect of our service, or product that you do not fully understand;
- Tell us if you think there are ways we can improve our service by sending an email to info@gwguk.com.

Thank for having an account with Goldenway Global Investments (UK) Limited (“GGIL”).

Please read our regulatory standardised risk warning, including percentage of losses on CFD provider’s retail investor accounts on our webpage www.gwguk.com before investing.