

Complaints

Interactive Brokers (U.K.) Limited

The complaints table below offers an analysis of all complaints made to Interactive Brokers (U.K.) Limited between January and June 2020.

The UK Financial Conduct Authority (“FCA”) have grouped the complaints data into six FCA product categories. For Interactive Brokers (U.K.) Limited however, complaints data only applies to the 'Investments' category.

The FCA requires firms to state the complaint volumes in the context of the number of transactions or the number of accounts. We provide this data against the number of transactions. This information has been included in the second column of the Investments table, labelled 'Intermediation'. This figure details the number of complaints we received per 1,000 transactions within the half-year reporting period. To note, Interactive Brokers (U.K.) Limited has completed over 44 million transactions within this reporting period.

The FCA also require firms to state how many complaints were opened in the reporting period and how many were closed. With regard to the closed complaints, we include details about the amount of time the complaints were open for.

The penultimate column details the amount of complaints which were upheld and of which clients received compensation for.

In the final column of the Investments table we have highlighted the main cause of the complaints, as defined by the FCA. The majority of the complaints we received were classed as 'general administration and customer service', which includes human error and issues of an operational nature.

Interactive Brokers (U.K.) Limited

Firm name: Interactive Brokers (U.K.) Limited

Other firms included in this report (if any): N/A

Brands/trading names covered: N/A

Period covered in this report: 1 January – 30 June 2020

Product / service grouping	Number of complaints opened by volume of business		Number of complaints opened	Number of complaints closed	Closed within 3 days (%)	Closed After 3 Days but within 8 weeks (%)	Closed After 8 weeks (%)	Upheld (%)	Main Cause of Complaints opened
	Provision (at end of reporting end date)	Intermediation (within the reporting period)							
Banking and credit cards	N/A								
Home finance	N/A								
Insurance and pure protection	N/A								
Decumulation and pensions	N/A								
Investments	N/A	0.01	502	392	(10 count) 2.6%	(310 count) 79%	(72 count) 18%	(6 count) 1.5%	Human Error/ Customer Service/Issues of Operational or Administrative Nature
Credit related	N/A								
Claims management	N/A								