



Registered office: C/O Lee Christian & Co Ltd,
Suite 222 Cuffley Point, Cuffley Place,
Sopers Road, Cuffley, Hertfordshire,
EN6 4RY, England.

Company number: 08802299
(incorporated 4 December 2013)

Legal & Company Information

White Arrow Trading Limited

Registered office: C/O Lee Christian & Co Ltd, Suite 222 Cuffley Point, Cuffley Place, Sopers Road, Cuffley, Hertfordshire, EN6 4RY, England.

Company number: 08802299 (incorporated 4 December 2013)

Scope of Scheme

White Arrow Trading Limited is a participating firm in the UK's Financial Services Compensation Scheme (FSCS), established under the Financial Services and Markets Act 2000.

FSCS aims to protect eligible clients by compensating for losses if a firm cannot return money or assets.

Covered Services & Effective Date

This policy applies to all investment and ancillary services delivered by White Arrow Trading Limited.

Effective from 1 July 2025.

Eligible Clients

FSCS covers retail and certain professional clients excluding:

- Investment firms, banks, insurers, collective investment schemes and their managers, pension or social security funds
- Affiliate persons (directors, senior staff, shareholders with $\geq 5\%$ stake, auditors)
- Clients complicit in the firm's failure through misconduct or fraud

Purpose of the Scheme

FSCS compensation applies when White Arrow Trading Limited fails to:

- Return client funds
- Deliver client-owned financial instruments



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Compensation Limits

- Maximum compensation per eligible client: £85,000.
- Determination is based on the total claim owed, across all accounts, currencies, and jurisdictions.
- Claims exceeding £85,000 receive the cap amount only—excess remains uninsured.

How to File a Claim

- File your claim through FSCS: visit the FSCS website or contact them at +44 20 7741 4100.
- Include your White Arrow account details, claim amount, and supporting evidence.
- FSCS will conduct an assessment, which typically concludes within 90 days.

Exclusions & Limitations

No coverage for:

- Professional or institutional clients listed in section 4.
- Losses from market price fluctuations or investment performance.
- Claims based on negligence unless funds are legally owed.

Eligible claimants may not exceed the £85,000 coverage per person.

Communication & Contact Info

White Arrow ensures clients are informed about FSCS protection via client agreements, website notices, and regulatory disclosures.

For inquiries regarding compensation:

Email: support@whitearrowtrading.co.uk

(Please note: this is the designated contact and not official FSCS correspondence.)



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Policy Updates

White Arrow Trading Limited reserves the right to amend this policy in line with regulatory changes.

- **Last reviewed:** 23 June 2025
- **Next scheduled review:** June 2026

Summary

This FSCS-backed compensation policy ensures that eligible White Arrow clients can claim up to £85,000 if the firm fails to return assets or money. It is specific to retail/investment clients, excludes professionals, and is governed by FSCS rules. Clients should refer to this document, client terms, and FSCS resources for claim procedures.

