

# RHSG - Public Complaint Procedure



---

Customer focus is at the heart of everything Robinhood Singapore Pte. Ltd. (“RHSG” or “we”) does. But we may not get it right every time. If the service you have received does not live up to your expectations, or if you think something has gone wrong, we would love the opportunity to try and fix it. Here is what you need to do:

## **Tell us what went wrong**

You can access chat support 24/7 and/or request phone support through the Robinhood app or website. You can also **send us an email at:** [complaints\\_sg@robinhood.com](mailto:complaints_sg@robinhood.com).

## **What happens next?**

Upon receipt of your complaint, we will acknowledge it as soon as possible. It is important that we investigate your complaint fully, and respond to address the concerns you have raised to us. We will be fair and reasonable in our approach and wherever possible, we will take steps to improve things so that it does not happen again.

Some complaints can take longer to resolve than others, but we will keep you updated throughout the process. After we have finished our investigation, we will get back to you with a decision and explain how we reached it. We will usually do this by email.

## **Talking to the Financial Industry Disputes Resolution Centre Ltd. (“FIDReC”)**

If you would like to take your complaint further, you have the right to refer it to the FIDReC that handles disputes between consumers and financial institutions in Singapore. This independent service aims to resolve disputes between financial institutions and their customers, and the filing should take place within 6 months of our final response.

For more information, please visit their website: [www.fidrec.com.sg](http://www.fidrec.com.sg)

The FIDReC address is 36 Robinson Road, #15-01, City House, Singapore 068877. Their email address is [info@fidrec.com.sg](mailto:info@fidrec.com.sg) and their telephone number is (65) 6327 8488.