
Contact Details

DeFinity Markets Trading Hours are Sunday 5pm Eastern Time (ET) through to Friday 5pm ET.

Trading Hours are maintained throughout Bank Holidays, Christmas Day as well as New Year's Day, unless otherwise notified in writing with at least 1 day notice.



In case of an emergency, please call 24/7
+44 (0) 20 3239 2333

Trade Support

For urgent trade related queries, please call
+44 (0) 20 7117 2517 ¹

¹ The London desk is staffed during Trading Hours.

Email Support is available at all times
ops@definitymarkets.com ²

² Any queries submitted outside Trading Hours will be answered the following trading day.

Adjudicating transaction related queries
risk@definitymarkets.com ³

³ We endeavour to reply to off-market transaction related queries within 20 minutes during Trading Hours. Please refer to operating procedures for detail.

Submit a support ticket
definitymarkets.com/support