

# COMPLAINTS PROCEDURE FOR CLIENTS

## **FXGlobe Limited**

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2 Louki Akrita Street, Limassol, 3030, Cyprus

Regulated by the Cyprus Securities and Exchange  
Commission (CySEC), License Number 205/13

July 2021





## **Complaints Handling Procedure**

Pursuant to the provisions of articles of the Provision of investment services, the exercise of investment activities, the operation of regulated markets and other related matters Law 87(I)2017 and the supplementary regulations, directives and Circulars of the Cyprus Securities and Exchange Commission (“CySEC”), FXGLOBE LTD (hereinafter, the “Company”), have adopted this effective and transparent Complaints Handling Procedure (hereinafter referred to the “Procedure”) in order to ensure a fair and quick process for handling complaints that may receive by the Company from its Clients.

The Company maintains effective and transparent procedures for the reasonable and prompt handling of complaints received from complainants and keeps a record of each complaint and the measures taken for each complaint’s resolution.

The Complaints Procedure is approved by Senior Management and Board of Directors of the Company.

This Procedure together with any Schedules and the Client Agreement is provided to you and includes all the relevant information related to the handling and managing of the complaints which may arise during your business relationship with the Company.

### **1. Eligible Complaint**

In accordance with all the applicable legislations a complaint shall not be considered eligible whereas the following terms are met:

- 1.1 You are not a client of FXGlobe Limited
- 1.2 You are a client of another entity for which the Company has no legal or regulatory responsibility, and your complaint is related and/or based on the activities of the other entity.

The Company upon receiving a non-eligible complaint it shall respond, where possible, and provide information on the company’s position.

### **2. Submitting your Complaint**

You may submit your complaint in writing and addressed to the **Complaints Department** of the Company which is authorized to handle and investigate complaints submitted by the Clients.

You are encouraged to use the **Complaints Form** attached herein and submit it in any of the following ways:

1. By sending by post or delivering in person the attached Complaints Form at the following address: 2 Louki Akrita Street, Limassol, 3030, Cyprus.
2. By submitting the Complaints Form electronically at the following email addresses: [info@Fxglobe.com](mailto:info@fxglobe.com) and [Complaints@Fxglobe.com](mailto:Complaints@Fxglobe.com)



### **3. Acknowledging your Complaint**

We will acknowledge upon receipt of your complaint within five (5) business days from the receipt of your complaint. The Company shall provide you with the *unique 10-digit reference number* of your complaint. The unique reference number should be used in all your future contact with the Company, the Financial Ombudsman and/or CySEC regarding the specific complaint.

### **4. Handling of your Complaint**

Once we acknowledge upon receipt of your complaint we will review it carefully, investigate the circumstances surrounding your complaint and will try to resolve it without undue delay.

We shall make every effort to investigate your complaint and provide you with the outcome of our investigation within two (2) months from the date you have submitted your complaint to us. During the investigation process we will keep you updated of the handling process of your complaint. One of our officers may contact you directly (including communication by email or phone) in order to obtain further clarifications and information relating to your complaint. We will require your full cooperation in order to expedite the investigation and possible resolution of your complaint.

In the event that your complaint requires further investigation and we cannot resolve it within two (2) months, we will issue a holding response in writing or any other durable medium. When a holding response is sent, it will indicate the causes of the delay and when the Company's investigation is likely to be completed. In any event, we shall provide you with the outcome of our investigation no later than one (1) month from the issuing of the holding response, depending on the complexity of the case and your cooperation.

### **5. Final Decision**

When we reach an outcome, we will inform you of it together with an explanation of our position and any remedy measures we intend to take (if applicable).

If you are still not satisfied with our final decision, you may maintain your complaint through the Cyprus Securities and Exchange Commission, the Financial Ombudsman service of the Republic of Cyprus or ADR mechanism or relevant Courts.

#### **5.1. Contact Details of the Financial Ombudsman of the Republic of Cyprus:**

Website: <http://www.financialombudsman.gov.cy>  
Email: [complaints@financialombudsman.gov.cy](mailto:complaints@financialombudsman.gov.cy)  
Postal Address: P.O. BOX: 25735, 1311 Nicosia, Cyprus  
Telephone: +35722848900  
Fax: +35722660584, +35722660118



If you are not satisfied with the Company's final decision you may check with the office of the Financial Ombudsman of the Republic of Cyprus in case you are eligible to file a complaint with them and seek mediation for possible compensation. It is important that you contact the Financial Ombudsman of the Republic of Cyprus within four (4) months of receiving a final response from the Company otherwise the Financial Ombudsman of the Republic of Cyprus may not be able to deal with your complaint.

In the unlikely event that the Company was unable to provide you with a final response within the three (3) month time period specified above you may again contact the office of the Financial Ombudsman of the Republic of Cyprus no later than four (4) months after the date when we ought to have provided you with our final decision.

## **5.2. Contact Details of the Cyprus Securities and Exchange Commission:**

Website: <http://www.cysec.gov.cy>  
Email: [info@cysec.gov.cy](mailto:info@cysec.gov.cy)  
Postal Address: P.O. BOX 24996, 1306 Nicosia, Cyprus  
Telephone: +35722506600  
Fax: +35722506700

Please note that the Cyprus Securities and Exchange Commission does not have restitution powers and therefore does not investigate individual complaints.

It is understood that your right to take legal action remains unaffected by the existence or use of any complaint's procedures referred to above.

## **6. Record keeping**

The Company shall maintain the information in its Customer Complaints Register for a minimum period of five years including detailed description of complaint and measures taken to resolve them according to internal procedures.



## **COMPLAINTS FORM**

This is the form you need to fill in if you wish to submit your complaint to FXGLOBE LTD (the “Company”). Complete, up-to-date as well as accurate information is required to be provided to the Company for the proper investigation and evaluation of your complaint.

Please note that the below Complaint Form is only indicative and not exhaustive. The Company may request further information and/or clarifications and/or evidence as regards your complaint.

**DATE:** \_\_\_\_\_

### **CLIENT INFORMATION**

Name:	
Surname:	
ID or Passport Number:	
Country of nationality:	
Legal Entity Name (in case the Client is a legal person):	
Trading Account Number:	

### **CONTACT DETAILS OF THE CLIENT**

Postal Address:	
City/Province:	
Post Code:	
Country:	
Telephone Number:	
Email:	

### **DETAILS OF THE COMPLAINT**

