

IFCM CYPRUS LIMITED

Complaint Handling Procedure

IFCM Cyprus Limited

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COMPLAINT HANDLING PROCEDURE

GENERAL

IFCM Cyprus Limited (former Infin Markets Ltd) has in place an effective procedure for handling Client complaints.

The main provisions of the procedure are:

- Complaints will be handled by the Customer Service Department.
- All complaints will be recorded together with actions taken to resolve them.
- All complaints will be reviewed by the General Manager of the Company to ensure reasonable steps are taken to resolve them.
- The procedure will be reviewed and supervised by the Compliance Officer.

PROCEDURE

The procedure will be as following:

	DESCRIPTION	BY	SYSTEM/DOCUMENTATION
1	<p>Client Complaint</p> <p>The client files any complaints with the Customer Service Department.</p> <p>The following need to be recorded in respect of each complaint:</p> <ul style="list-style-type: none"> • The identity of the Client and the date the complaint was filed. • The department / service in respect of which the complaint was filed and the identity of the employee involved. • Details of the complaint. • The nature of the complaint and the financial claim (if any) of the 	Customer Service Department	Client complaints record

	DESCRIPTION	BY	SYSTEM/DOCUMENTATION
	Client.		
2	<p>Resolution</p> <p>The Customer Service Department investigates the complaint within five days of recording it and decides on corrective action (if deemed necessary).</p> <p>All complaints and corrective action are reviewed and approved by the General Manager.</p> <p>The date and the content of the reply of the Company are recorded.</p>	<p>Customer Service Department</p> <p>General Manager/Compliance Officer</p>	Client complaints record
3	<p>Response to Clients</p> <p>A response is sent to Clients within two weeks of filing of the complaint informing them of steps taken to resolve it. All problems are resolved within four weeks of communicating with the Clients.</p>	Customer Services Department	Letter to Client
4	<p>Record keeping</p> <p>All complains are filed for a period of five years.</p> <p>A copy of the complaints record and actions taken are sent to the Managing Director of the Company for his information. If needed the Board of Directors is updated as well.</p>	<p>Customer Services Department</p> <p>Managing Director</p>	Client complaints record

CONTACTS

Customer Service Department
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