



NETWORK FINANCIAL SERVICES LTD

COMPLAINTS HANDLING POLICY

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Introduction

This procedure describes how NFS Network Financial Services Limited (hereinafter, “the Company”), an Investment Firm regulated by the Cyprus Securities and Exchange Commission (hereinafter, “CySEC”) with Licence number 328/17, handles any Complaint or grievance (“Complaint”) received. The Company is required to establish, implement and maintain effective and transparent procedures for the reasonable and prompt handling of complaints received from clients and to keep a record of each complaint and the measures taken for its resolution.

The Company has appointed a member of the Compliance team (“Compliance Officer”) to oversee the handling of any Complaint. This allows the Company to ensure no Conflicts of Interest will occur in the handling of any Complaint and ensures that all measures internally and regulatory are followed efficiently fairly and promptly. It is the aim of the Company to resolve any Complaint at the earliest possible stage.

Submission of Complaint

A Client can submit a complaint in writing by completing the ‘Client Complaint Form’ attached herein. The Client Complaint Form should then be sent to the Company by email or post at:

1. compliance@nfseurope.com - the complaint should be submitted from an email address already notified to the Company.
2. By mail to: Compliance Department, Vasili Vryonides Street, City Chambers, 2nd floor, Limassol 3095, Cyprus

The Company shall carefully review any complaint received and may communicate with a client in order to obtain clarification or additional information as needed. During the investigation, the Company shall keep a client updated of the handling process. Co-operation during an investigation is required in order to handle a complaint as reasonably and promptly as possible.

The Company reserves the right to refuse investigating a Client’s complaint if the Client provides false information or where the complaint includes excessive offensive language/images or uncontrolled vocabulary.

Complaint Handling Procedure

Within 5 business days from the date of receipt of the complaint, the Company will send an acknowledgment email along with the issuance of a unique reference number related to that complaint. The unique reference number should be used by a Client in any and all future correspondence with the Company, the Financial Ombudsman Service and/or CySEC.

Within two months from the date of receipt of the acknowledgment email by a Client, the Company will provide the Client with a final or holding response.

If a holding response is sent to a Client, the Company will provide an explanation as to the reasons why the Company has not been able to resolve the complaint and an indication of the time needed to resolve the issue, which shall not exceed one month in any case.

If a final response is sent to a Client, the Company will provide explanations on the findings of the investigation.

In case where a Client is not satisfied with the outcome based on the Company’s final response then the Client can refer his complaint along with the unique reference number and a copy of the Company’s final response, to the competent authorities for further investigation.

Contact Details of Competent Authorities

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 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.

Financial Ombudsman of the Republic of Cyprus

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

Cyprus Securities and Exchange Commission

Website: <http://www.cysec.gov.cy>
General email: info@cysec.gov.cy
Postal Address: P.O. BOX 24996, 1306 Nicosia, Cyprus
Telephone: +35722506600
Fax: +35722506700

You may maintain your complaint with the Cyprus Securities and Exchange Commission. However 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 complaints procedures referred to above.

CLIENT COMPLAINT FORM

Client Information:

Full Name	
Country of Residence	
Phone Number(s) for contact	
Email	

Brief Summary of the Complaint:

Briefly describe the product or service and/or department/Agent and/or employee you are complaining about (Use a separate sheet if necessary)	
What is the Value of your complaint	
What is the Magnitude of the damage claimed	
What is your proposed resolution	
Have you attached any relevant document/ evidence	

I hereby certify and confirm that to the best of my knowledge, the information furnished above is true, accurate, correct and complete.

Client Signature:	Date:
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