

SUMMARY COMPLAINT PROCEDURE

DEFINITION

For the purposes of the present procedure:

«**Complainant**» means any person, natural or legal, which is eligible for lodging a **Complaint** to a CIF and who has already lodged a **Complaint**.

«**Complaint**» shall be deemed to include:

- any written statement, including electronic communications, of a **Client**, or any person acting on behalf of a **Client**, or of a prospective **Client** who has dealt with a **Company** or approved person, alleging a **Complaint** involving the **Company**, any person of the **Company** or former staff of the **Company** of dissatisfaction by a **Client** regarding the provision of investment and/or ancillary services provided by the **Company**;
- any written or verbal statement of **Complaint** from a **Client** or any other person relating to: theft, fraud, misappropriation of funds or securities, forgery, money laundering, market manipulation, insider trading, misrepresentation, or unauthorized trading; or
- engaging in securities related business outside of the **Company**; and
- any other verbal statement of **Complaint** from a **Client** for which the nature and severity of the **Client's Complaints** will warrant, in the professional judgment of the **AML & Compliance Officer** handling the **Complaint**, the same treatment as a written **Complaint**.

NOT COMPLAINTS / GRIEVANCES

Minor issues brought up by the **Clients** or potential **Clients** arising from the ordinary course of business, arising from merely temporary delays, misunderstanding or need for additional clarification, not leading to the material losses, and resolved immediately to the **Client's** satisfaction on the departmental level, shall not be considered as "**Complaint and/or Grievance**», unless the **Client/ Potential Client** remains unsatisfied by the explanation and/or offered solution to the problem, and follows official **Procedure** as described in this document, the [General Business Terms](#) and/or on the **Company's** website.

Complaints that do not contain data such as the **Client's** name and address shall be classified as anonymous and left without any further consideration.

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Client wishing to submit a **Complaint/Grievance** may do so by following the below instructions:

1. Download, fully complete and sign the [Client Complaint Form](#) and forward the completed **Form** to the **Company** as specified below, along with a copy of any additional documentation that would be relevant to the **Complaint**.
2. A **Client** wishing to submit a **Complaint/Grievance** may do so in any of the following ways:
 - a) Letter: **124 Gladstonos Street, The Hawk building, 4th floor, 3032 Limassol, Cyprus** Fax: **+357 25722377**
 - b) Electronically: complaint@liteforex.eu
 - c) Visit Company's' Head Office in Person: **124 Gladstonos Street, The Hawk building, 4th floor, 3032 Limassol, Cyprus.**
3. **Executive Directors** of the **Company** shall appoint the person in the **Company** that will take over the investigation and communicate with the **Complainant** on behalf of the **Company**.
4. Upon receipt of a **Client Complaint Form**, the **Company** will send an initial response letter to the **Complainant** within a reasonable time, and generally, within **five (5) business days** of receipt of the **Complaint**, providing the **Unique Reference Number** of the **Complaint** generated by the **Company's** integral system for registration of **Complaints**.
5. The **Company** investigates the **Complaint/Grievance** within a reasonable period of time, generally **between one (1) to four (4) weeks**, and communicates the result and/or final decision to the **Client** in writing.
6. In the highly unlikely cases when the investigation is not completed within reasonable time, generally **between one (1) to four (4) weeks**, the **Client** is informed about the progress of the investigation and additional time frame is specified, which does not exceed further **one (1) to four (4) weeks**.

YOUR RIGHTS

If you are dissatisfied with our final response, either you can ask us to reconsider or you can refer the matter to the **Financial Ombudsman Service** (see details below) or **Cyprus Securities and Exchange Commission**.

REFERRAL OF UNRESOLVED COMPLAINT TO THE FINANCIAL OMBUDSMAN

If you are an individual, or a legal entity, trust or charitable entity that can be categorized as a consumer under the legislation governing the creation and operation of an **Alternative Dispute Resolution framework in Cyprus (Financial Ombudsman)**, you are entitled to escalate a **Complaint** to the **Financial Ombudsman** if the solution or action taken/provided by the **Company** is not to your satisfaction.

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A **Complaint** to the **Financial Ombudsman** should be filed **within three (3) months** from the receipt of the response from the **Company** if you are not satisfied with the resolution or if the **Company** does not respond at all.

The **Complaint** can be submitted to the **Financial Ombudsman** in one of three (3) ways:

- (a) *By hand or by post to the address: **13 Lordou Vironos Avenue, 1096, Nicosia, Cyprus** or **P.O. Box 25735, 1311, Nicosia, Cyprus***
- (b) *By fax to: **+357 22660584** or to **+357 22660118***
- (c) *By e-mail to the address: **complaints@financialombudsman.gov.cy**.*

The complaint must be accompanied by a receipt of payment of the **fee of twenty euro (€ 20)**. The payment can be made to one of the following accounts:

- (a) Cooperative Central Bank or Cooperative Credit Institution,
IBAN: CY16 0070 1010 0000 0000 4002 8214 Swift Code & BIC Code: CCBKCY2N
- (b) Hellenic Bank,
IBAN: CY78 0050 0109 0001 0901 7087 6401 Swift Code & BIC Code: HEBACY2N
- (c) Bank of Cyprus,
IBAN: CY52 0020 0195 0000 3570 1944 4789 Swift Code & BIC Code: BCYPCY2N

For more information, please visit the website of the **Financial Ombudsman of the Republic of Cyprus**:
(www.financialombudsman.gov.cy).

You can find the **Financial Ombudsman Online Complaint Forms** at the following link:
http://www.financialombudsman.gov.cy/forc/forc.nsf/page15_en/page15_en?OpenDocument.

REFERRAL OF UNRESOLVED COMPLAINT TO THE CYPRUS SECURITIES AND EXCHANGE COMMISSION

We are authorized and regulated by the **CYPRUS SECURITIES AND EXCHANGE COMMISSION (CYSEC)**, who has set out specific rules for the handling of **Complaints**. Our **Procedure** is compliant with the **CySEC** rules but if you wish to obtain further information, you can contact the **CySEC** as follows: <http://www.cysec.gov.cy/en-GB/complaints/cifs/>.