

## COMPLAINTS POLICY

### 1. POLICY STATEMENT

Markets4you is committed to provision of high quality and professional services to all clients on a continuous basis. Markets4you strives to resolve cases timely and provide courteous, helpful, open and informative responses to every inquiry made by its clients or general public. Markets4you is always keen to hear feedback from its clients on service quality and general performance.

However, should a case occur, where provided services reasonably did not meet the expectations of clients of Markets4you, or where Markets4you upon misconduct or gross negligence failed to provide the service as such, or other issue where the client of Markets4you had a negative experience, the client has the right to submit a complaint with Markets4you and expect a formal, fair and just investigation to be conducted into the matter and respective resolution provided.

This Complaints Policy outlines the process of submitting a complaint and what activities shall Markets4you perform to provide a resolution.

### 2. MAKING A COMPLAINT

Markets4you clients are welcome to address their issues to the Customer Support Department at first to acquire prompt solutions towards them. Should the Customer Support Department provide a response, which the client deems as unsatisfactory, or is unable to resolve the issue, or if the client is

willing to undergo the formal complaints resolution process at once, then the client is recommended either to request the Customer Support Department to forward his issue to the Complaints Department, or submit his complaint directly to [complaints@markets4you.com](mailto:complaints@markets4you.com).

Markets4you accepts complaints submitted both in writing (by e-mail and Live Chat) and by telephone. While submitting the complaint in writing, the complainant (i.e. the client) should ensure to provide the following information to the Complaints Department to enable faster resolution:

- The client's name and surname;
- The client's trading account number;
- The affected transaction numbers, if applicable;
- The date and time when the issue had been experienced; and
- A detailed description of the issue.

When submitting the complaint by telephone, the operator might read the complaint back to the client to ensure that the complaint details have been captured accurately. On some occasions, the Customer Support Department may still ask to submit the complaint in writing, in order to properly collect and record the relevant information for the complaint's resolution.

### **3. INITIAL RESPONSE AND ACKNOWLEDGEMENT**

Markets4you shall provide an initial response to the complainant within the (2) business days. The initial response shall include the following information:

- Acknowledgment that the complaint has been received by the Complaints Department;
- Name of the employee further handling the complaint;
- Any findings so far, or any other information that might be relevant to the issue;
- Complaint resolution time frames;
- A copy of Complaints Policy attached.

### **4. HOLDING RESPONSE**

Should Markets4you fail to conclude the investigation and provide the complainant with the final response within 15 (fifteen) business days from the date the complaint had been acknowledged, Markets4you shall issue a Holding Response.

This Holding Response shall inform the complainant of the reasons why Markets4you has been unable to issue a Final Response to the submitted complaint as well as provide further indication of progress made on the complaint investigation and when the complainant may expect to hear from Markets4you next.

### **5. FINAL RESPONSE**

Once Markets4you concludes its investigation an e-mail containing the summary of the investigation shall be sent to the complainant. Where appropriate, such e-mail may include a final offer of redress.

### **6. UNACCEPTABLE ACTIONS**

Occasionally, the behavior or actions of individuals may create a situation where Markets4you may find it difficult to provide proper complaints handling. Markets4you understands that some issues that are complained of may raise frustration of the complainant, however, if this escalates into any aggression (regardless the form and method) towards Markets4you staff, it will be considered unacceptable. Any violence or abuse towards staff will not be accepted.

Violence is not restricted to acts of aggression that may result in physical harm. It also includes behavior or language (whether verbal or written) that may cause staff to feel afraid, threatened or abused, and may include threats, personal verbal abuse, derogatory remarks and rudeness. Markets4you also considers inflammatory statements and unsubstantiated allegations to be abusive behavior.

Markets4you also recognizes unreasonable demands to be a form of abusive behavior, where the demand becomes unreasonable, when it starts to impact substantially the work of the Complaints Department. Examples may include:

- Repeatedly demanding responses within an

unreasonable timescale;

- Insisting on speaking to a particular representative of the company, when that is not possible;
- Repeatedly changing the substance of a complaint or raising unrelated concerns.

Should Markets4you identify the actions of the complainant as unacceptable, it shall act to protect its employees. Examples of such actions may include restricting communication to written form, or refusing further communication as such, should abusive or offensive language be used in correspondence. In cases of threats involving physical violence Markets4you may file a report to the respective law enforcement institutions.

Nevertheless, Markets4you shall always inform the complainant of what actions are taken and why.

## 7. POLICY REVIEW (QUALITY CONTROL)

In its effort to improve the provided services, Markets4you shall have the Compliance Officer review all complaints on a quarterly basis for the identification of systemic or recurring issues. Should such issues be identified, Markets4you shall consider what actions it may take to address or have them rectified.

The Compliance Officer, or appropriate appointee, shall review the Complaints Policy periodically, and at least annually, to enhance its delivery of efficient and effective outcomes. Markets4you shall observe the recommendations made and consider what actions can be taken to address the identified deficiencies.