



# **COMPLAINT HANDLING FORM**

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IronFX Financial Services Limited (hereinafter the ‘Company’) aims to provide superior investment and ancillary services to all of its Clients.

The Company has appointed a Compliance Officer to efficiently handle any complaints from the Client. This is to allow the Company to resolve and apply mandatory measures to avoid any recurring issues.

**Definition**

The Company classifies a complaint as any objection and/or dissatisfaction that the Client may have with regards to the provision of any investment and/or ancillary service provided by the Company.

**Procedure**

The Compliance Officer shall be responsible for handling Client complaints, except in the case where the complaint involves the Compliance Officer, whereby the complaint shall be handled by the Managing Director.

The Client may register a complaint using any of the following options:

- Email: [compliance@ironfx.com](mailto:compliance@ironfx.com)
- Fax: +357 25027001
- Postal Address: IronFX Financial Services Limited  
P.O. Box 53145  
3300 Limassol, Cyprus

Any Client’s complaints received will be forward, within 48 hrs, to the Compliance Officer;

When the Compliance Officer receives the Client’s complaint then a written acknowledgement will be sent to the Client confirming the name and job title of the person dealing with the complaint within 48 hrs;

Within 4 weeks from the date that the Compliance Officer receives the Client’s complaint, then a final response or a holding response will be sent to the Complainant explaining the findings of the investigation. In the case where a holding response is sent to the Complainant, then an explanation shall be given stating the reasons why the Company has not been able to resolve the complaint as well as giving an estimated time to resolve the issue;

If after 8 weeks of receiving the complaint we are still not in a position to resolve the issue then the Compliance Officer will notify you in writing stating the reasons for the delay and indicate an estimated time to resolve the issue;

When the complainant has received the final response he will have 8 weeks to respond. If no response has been received from the complainant indicating that he is still dissatisfied with the explanation then the Complaint will be considered as resolved;

In the case where the complainant is still not satisfied with the Company's final response, then the complainant can refer his complaint with a copy of the Company's final response to the competent authorities, within a period of 6 months, for further investigation.

IronFX Financial Services Limited,  
30, Gr. Xenopoulou Street, 3106 Limassol, Cyprus  
Tel: +357 25027000 | Fax: +357 25027001  
Email: [compliance@ironfx.com](mailto:compliance@ironfx.com) | Web: [www.IronFX.com](http://www.IronFX.com)

# CLIENT COMPLAINT FORM

### A. Client Information :

Name:	Account Number:
Address:	Telephone Number:

### B. Brief Summary of the Complaint:

Please describe the product or service you are complaining about (*description, evidence, amount and suggested way to be solved*):

[illegible]

*Please enclose any other relevant documentation that may help us to handle the complaint.*

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Date and place

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Client Signature

<b><u>For internal use only:</u></b>	
Complaint Received By:	Date:
Acknowledgement sent to Client within 48hrs:	<input type="checkbox"/> Yes - <input type="checkbox"/> No
Informed Client of initial action:	<input type="checkbox"/> Yes - <input type="checkbox"/> No
Final response provided to Client within 4 weeks:	<input type="checkbox"/> Yes - <input type="checkbox"/> No
Holding response provided to Client:	<input type="checkbox"/> Yes - <input type="checkbox"/> No - <input type="checkbox"/> N/A
List of further actions taken as per holding response:	
Signature of compliance officer:	Date: