

CLIENT COMPLAINT PROCEDURE

TeleTrade - DJ International Consulting Ltd

July 2016

General

TeleTrade-DJ International Consulting Ltd., hereinafter referred to as the “Company” maintains effective and transparent procedures for the reasonable and prompt handling of complaints received from clients, and keeps a record of each complaint and the measures taken for its resolution.

Complaint Definition

Clients are advised before complaining to please try to solve any issues they may encounter when using the Company’s services by first contacting the Company at support@teletrade.eu. If any issue is not solved by the Company to the client’s satisfaction in a prompt manner then the client may refer to the complaints handling procedure instead.

A complaint, being an expression of dissatisfaction about the financial services activity provided to the clients by the Company, is to be notified in writing by the client to the Company Back office/ Customer Support department by one of the following means of communication:

- Client Login Page;
- Company website form
- e-mail address: complaints@teletrade.eu ;
- fax + 357 22 31 53 25;
- mail at the Company business address: 12 Esperidon, 4th floor, 1087, Nicosia, Cyprus.

A complaint should include the following:

- the client’s name and surname;
- the client’s trading account number;
- the date and time that the issue arose; and
- a description of the issue.

Summary of Complaints Handling Procedure

The Company will acknowledge receipt of all clients complaints as soon as possible and at the latest within 5 days of receipt and inform clients of their unique reference number which should be used in all future communications with the Company, the CySEC and/or the Financial Ombudsman regarding the complaint.

Please note the Company strives to provide all its clients with an answer or resolution to any complaints/ queries/ requests as soon as possible and in all cases clients may expect to receive an answer regarding the handling & investigation process of their complaint from the Company within 2 weeks from receipt of their complaint.

The Company will investigate the complaint and endeavour to send a final response to the client within 2 months of receipt of the complaint. If the Company is unable to provide the client with a final response within this time frame, the Company will write to the Client explaining why and advise the client when they can expect a final response, at the very latest within 3 months.

If a client complaint is not resolved to their satisfaction the client may contact the Cyprus Securities and Exchange Commission, the Financial Ombudsman or have recourse to any other available means such as ADR or the competent Courts.

Reporting and Record Keeping

All decisions related to clients' complaints shall be communicated to clients. The complaints processing should be fully documented and added to each client file it relates to. Records of all lodged and resolved complaints should be maintained for a minimum period of five (5) years. The Board of Directors of the Company shall be informed in regards to all important complaints received, as well as the measures taken for resolving these.

The following details must be documented and kept in records by the Back Office/ Customer Support Officer:

- The Unique Reference Number of the Complaint which is allocated by the Company to it as soon as the complaint is received;
- The details of the ID of the client who filed the complaint;
- The service to which the complaint refers to;
- The details of the employee that undertook to provide the service to the client;
- The department or organizational unit to which the employee relates to;
- The date of receipt of the complaint;
- The content of the complaint in summary;
- The extent in financial terms of the potential loss that the client claims he has suffered or as it is derived from the content of the complaint;
- The date and in summary, the content of the reply of the Company to the said complaint.

Submission of information to the CySEC

Every month the CIF provides to the CySEC information regarding the complaints it receives and how these are being handled.