
Complaints Handling Procedure

Introduction

GF Markets Ltd (hereinafter referred to as “**GFM**” or the “**Company**”), is a Company incorporated under the Laws of Saint Lucia and the International Business Companies Act Cap 12.14, under registration number 2023-00089; offering a variety of investment products to Retail, Professional and Eligible Counterparties (hereinafter referred to as the “**Clients**”). The Company’s head office is located at 10 Manuoeel Street, Castries, Saint Lucia (hereinafter referred to as the “**Head Office**”).

Scope of the Complaints Handling Procedure

The Complaints Handling Procedure (‘hereinafter referred to as the ‘Procedure’) describes a fair and quick process of dealing and handling with client’s complaints that may arise from our relationship with clients.

Definition of a Complaint

A complaint is an expression of dissatisfaction by a client regarding the provision of investment and/or ancillary services provided by the Company. The Company considers important and essential to pay the proper attention to each and every complaint made by a client, irrelevant of the subject matter of the complaint.

Procedure

The Company ensures that its current complaints process is applicable for all categories of clients. Resolution of client complaints is achieved without undue delay, taking into consideration the seriousness of the complaint as well as the financial implications this may have to both the client as well as the Company. This Complaints Policy and the Complaints Handling Policy gathers all necessary information and uses the measures taken by the Company to solve potential inconveniences, complaints and/or grievances that might occur among the business relationship between the client and the Company.

The Company has established a complaints management function responsible for the investigation of complaints. Upon receipt of the relevant form by the Company, a written confirmation-of-receipt will be sent by the Client Support Department (hereinafter referred to as the “**CSD**”) informing the Client of relevant investigations and procedures followed for resolution. All complaints must be in writing and firstly addressed to the CSD by email at support@gfmarketsllc.com.

Clients may submit a complaint to the Company by using the relevant form published within the Company’s official website, namely the ‘**Client Complaint Reporting Form**’. The CSD shall resolve the complaint based on the procedure mentioned in the below paragraphs. In the remote cases that it deems necessary, the Customer Support may transfer the complaint to the Compliance Department.

A complaint must be written in English and include the following information:

- The client's full name
- The client's trading account number
- The Client’s address and email address
- The affected transaction(s) number (if applicable)
- Date and time that the issue causing the complaint arose.
- A full and clear description of the issue causing the complaint/content of the complaint.
- Reference to any correspondence exchanged between the Company and the client (such correspondence should be attached).

The Company may, at its discretion, refuse to handle a complaint if any of the requirements contained in the above subparagraph is not fulfilled.

Operational Procedure

Once a complaint is received by the CSD, and fulfils the above requirements, the following shall apply:

- (i) A written acknowledgment from the CSD shall be sent to the client **within five (5) business days** confirming receipt of the complaint confirm that the Company is taking all possible and necessary action(s) needed to resolve the issue/inconvenience/complaint/grievance at hand, providing also an approximate timescale required in order to do so by providing a unique reference number to the client for the specific complaint which must be used in all future contact/communications with the Company.
- (ii) The CSD shall register the complaint directly to the Company's internal register, as soon as possible and in an appropriate manner.
- (iii) The Head of the CSD, upon receipt of the Client Complaint Reporting Form by the client will investigate the complaint thoroughly and gather any additional information /explanations/representations needed from the relevant department and any other employee who was possibly involved in the matter, as well as any additional information required to be provided by the client.
- (iv) Once a full understanding of the Client's complaint nature is achieved, the case/complaint should be presented to the Compliance Officer together with suggested solutions/remedies which should be proposed by the Department involved in the case/complaint.
- (v) Following the Compliance Officer's consent, the Head of the CSU Department shall communicate the suggested solution(s)/remedies to the client.
- (vi) **Within four (4) weeks** of receipt, the Company shall send the client a Final Response or a holding response, which will explain why it is not yet in a position to resolve the complaint and give an indication of when further contact shall be made. In such case an answer shall be given within eight (8) weeks of receipt.
- (vii) **Within eight (8) weeks** of receipt of the complaint, the Company shall send to the client either a final response or a response which explains why a final response cannot be given with an explanation as to why and an indication of when the Company anticipates on providing a final response.
- (viii) Upon sending the final response, the client shall be given a period of eight (8) weeks to respond. If a response is not received **within eight (8) weeks**, then the Company shall not be obliged to take the complaint further unless further correspondence is received from the client indicating that he/she is still dissatisfied.
- (ix) The Company shall try to fully resolve the matter/complaint(s) the soonest possible **but not later than two months (2 months) from the submission of the initial Client Complaint Reporting Form.** During this period of time of the investigation of the complaint, the Head of the Department will inform/update the client of the handling process on regular intervals.
- (x) If the problem/complaint cannot be handled/resolved within the 2 months' timeframe, the Head of the CSU Department shall inform the Client in writing accordingly, notifying him/her also on the reasons for the delay providing also further information on the period of time within which the Company anticipates that it is possible to complete the investigation and/or provide a final resolution to the Client. This period of time **cannot exceed the three months (3 months)** from the submission of the initial complaint and receipt of the Complaint Reporting Form.

- (xi) Please note that the Company shall consider a complaint as closed when a period of three (3) months has elapsed from the date of submission of the complaint and the client has failed to respond to the Company's investigating officer's requests and due to this the investigation cannot be carried forward.

Clients or potential clients can submit complaints to the Company free of charge. When handling a complaint, communication with clients or potential clients shall be clear, in plain language that is easy to understand. All complaints will be treated with strict confidentiality.

FAQs

Questions regarding this Procedure should be addressed, at first instance, to the Customer Support Department at support@gfmarketsllc.com.

Records and Reporting

The Company shall keep and continuously update records of all the complaints received by clients with details of the investigation conducted, the final outcome of these, any measures taken for their resolution and all the communication with the clients.

Review of the Policy

The Company reserves the right to amend its policies at any time by making them public on its official website <https://gfmarketsllc.com>. Policies shall be reviewed/amended annually and/or as and when it is deemed necessary by Regulatory Authorities and the Compliance Officer and further approved by the Board of Directors. Should the Company materially change this Policy, including how it collects, processes, or uses clients' personal information, the revised Complaints Policy will be uploaded on the Company's official website. In such a case, the latest version of the policy published on the official website of the Company shall prevail. As such, Clients hereby consent, agree and accept that, posting of a revised Complaints Policy electronically on the Company's official website forms the actual notice of the Company to its Clients. The Company encourages its clients to periodically review this Complaints Policy so that they are always aware of what information the Company collects, how it uses it and to whom it may disclose it, in accordance with the provisions of this Policy. Any dispute over the Company's Complaints Policy is subject to this notice and the Client Agreement. Please contact us at support@gfmarketsllc.com should you require additional clarification and/or further information, inquiries and/or questions.