

## COMPLAINTS HANDLING PROCEDURE

We seek to maintain and enhance our reputation of providing you with high quality products and services. We value complaints as they assist us to improve our products, services and customer service.

We are committed to being responsive to the needs and concerns of our customers or potential customers and to resolving your complaint as quickly as possible.

This document has been designed to provide you guidance on the manner in which we receive and manage your complaint. We are committed to being consistent, fair and impartial when handling your complaint.

From this document, you will know:

- **What counts as a complaint;**
- **How can you make a complaint;**
- **How long it will take us to review your complaint;**
- **What to do if you are unhappy with the response you receive from us.**

*If you feel unhappy with our services or products, and wish to complain, we encourage you to engage with our complaint procedures outlined below.*

### WHAT COUNTS AS A COMPLAINT?

This could be something you think that we may have done wrong, or something that we should have done but did not do. Even if you believe there is not enough basis or justification for your complaint, we will treat your complaint seriously and in accordance with our in-house procedures.

### HOW CAN YOU MAKE A COMPLAINT?

If you are dissatisfied with a service or product provided by us, you should in the first instance, consider speaking directly with the staff member(s) you have been dealing with.

If you are uncomfortable with this or consider the relevant staff member is unable to address your concerns, you can lodge a complaint with us in one of the following ways:

- By calling us on +35725822734;
- By e-mail us at [complaints@bcscyprus.com](mailto:complaints@bcscyprus.com);
- By posting a complaint to us at Spyrou Kyprianou &1 Oktovriou, 1, Vashiotis Kalande offices, Mesa Geitonia, 4004, Limassol, Cyprus, FAO Complaints Handling Team;
- In person by speaking to any of our customer service staff at our premises at Spyrou Kyprianou &1 Oktovriou, 1, Vashiotis Kalande offices, Mesa Geitonia, Limassol, Cyprus.

You can also bring complaints by contacting our local affiliate in your jurisdiction. Their responsible staff will liaise with us as necessary to deal with your complaint. The person receiving or managing your complaint should provide you with any assistance you may need to make your complaint. However, if you consider you need further assistance, please contact our complaints handling team on +35725822734 or via e-mail at [complaints@bcscyprus.com](mailto:complaints@bcscyprus.com).

#### ***The information you will need to tell us***

When we are investigating your complaint, we will be relying on information provided by you and information we may already be holding. We may need to contact you to clarify details or request additional information where necessary.

To help us investigate your complaint quickly and efficiently we will ask you for the following information:

- Your name, post and e-mail addresses;

- Your telephone number (to contact you in case we have any questions) and preferred contact time;
- A clear description of your concern or complaint;
- Details of any steps you have already taken to resolve the complaint;
- The name of the person you may have dealt with about your complaint;
- Details of what you would like us to do to resolve your complaint;
- Copies of any documentation, which supports your complaint.

If we receive your complaint verbally and we consider it appropriate, we may ask you to put your complaint in writing.

### ***Recording complaints***

When taking a complaint, we will record your name and contact details. We will also record all details of your complaint including the facts and the cause(s) of your complaint, the outcome and any actions taken following the investigation of your complaint. We will also record all dates and times relating to actions taken to resolve the complaint and communications between us.

As part of our on-going improvement plan, complaints will be monitored for any identifying trends by management and rectification/remedial action taken to mitigate any identified issues.

If you lodge a complaint, we will record your personal information solely for the purposes of addressing your complaint. Your personal details will actively be protected from disclosure, unless you expressly consent to its disclosure. Where a third party supplier was involved in your services, we may be required to speak with them to fully investigate your complaint.

## **HOW LONG WILL IT TAKE US TO REVIEW YOUR COMPLAINT?**

We are committed to resolving your issues at the first point of contact; however, this will not be possible in all circumstances, in which case a more formal complaints process will be followed.

We will acknowledge receipt of your complaint within five (5) days.

Once your complaint has been received, we will undertake an initial review of your complaint. Your complaint will be reviewed by a member of our complaints handling team not directly involved in any business dealings with you.

There may be circumstances during the initial review or investigation of your complaint where we may need to clarify certain aspects of your complaint or request additional documentation from you. In such circumstances, we will explain the purpose of seeking clarification or additional documentation and provide you with feedback on the status of your complaint at that time. We recommend that you provide all documentation relevant to your complaint, at the time of submitting your complaint to us. If you have further evidence, which has not been submitted at the first stage, we would appreciate if you contact us at the earliest opportunity.

If you complain about a member of our staff or that of our affiliate or independent supplier, we will treat your complaint confidentially, impartially and equally (giving equal treatment to all people). We will investigate your complaint thoroughly by finding out the relevant facts, speaking with the relevant people and verifying explanations where possible.

We will also treat our or their staff member objectively by:

- informing them of any complaint about their performance;
- providing them with an opportunity to explain the circumstances;
- providing them with appropriate support;
- updating them on the complaint investigation and the result.

We are committed to resolving your complaint within two (2) months of you lodging your complaint, however, this may not always be possible on every occasion. Where we have been unable to resolve your complaint within

two (2) months, we will inform you of the reason for the delay and specify a date when we will be in a position to finalise your complaint. We will fully investigate your complaint and revert to you within three (3) months since the complaint was lodged with us.

If we have sought clarification or additional documentation from you and we are waiting on you to provide this information, we may not be able to meet our finalisation commitments. In such circumstances upon receipt of your clarification or additional documentation, we will indicate to you when we expect to be able to finalise your complaint.

Once we have finalised your complaint, we will advise you of our findings and any action we have taken. We will do this in writing by issuing a final viewpoint letter. This will provide a written statement clearly expressing our final view on all the complaints raised, and include any goodwill offers we may wish to make in full and final settlement of your complaint. If you accept this in full and final settlement of all complaints or we do not hear from you within two (2) months since the final viewpoint letter has been sent to you, we will consider the matter settled.

You have the right to make enquiries about the current status of your complaint at any time by contacting us on +35725822734 or via e-mail at [complaints@bcscyprus.com](mailto:complaints@bcscyprus.com).

## WHAT CAN YOU DO IF YOU ARE STILL UNHAPPY?

### Contacting the regulator

We aim to resolve your complaint as soon as possible and to your satisfaction. If, for whatever reason, you are dissatisfied with our response, you can escalate your complaint to the appropriate regulator.

We as Cypriot investment firm are authorised and regulated by the Cyprus Securities and Exchange Commission (CySEC). The CySEC may be contacted by post at 19 Diagorou Street, 1097 Nicosia, Cyprus or by telephone +357 22 506 600 or fax +357 22 506 700.

### Seeking alternative resolution

If you are not satisfied with the outcome of our investigation, you may complain about your dealings with us to the Financial Ombudsman of the Republic of Cyprus.

- You are either:
  - ✓ a natural person;
  - ✓ a legal entity whose annual turnover in the year preceding the year in which your complaint is referred to the Ombudsman, did not exceed €250,000;
  - ✓ a charity foundation or association or a society of persons, whose annual revenues in the year preceding the year in which your complaint is referred to the Ombudsman, did not exceed €250,000;
  - ✓ a trust, the net assets of which on 31 December of the year preceding the year in which your complaint is referred to the Ombudsman, did not exceed €250,000; or
  - ✓ a provident fund, the net assets of which on 31 December of the year preceding the year in which your complaint is referred to the Ombudsman, did not exceed €250,000, **AND**
- You already sent your complaint to us, and either:
  - ✓ you are not satisfied with the final response you received from us, or
  - ✓ you have not received a final response within the deadline specified in section 'How long it will take us to review your complaint' above, **AND**
- The amount of your complaint **does not exceed** €170,000.00, **AND**
- Your complaint is submitted to the Ombudsman within twenty-four (22) months from the date on which you became aware (or ought reasonably to have become aware) that you had cause for complaint, **AND**
- You have paid a €20 application fee.

Should you wish to speak to the Ombudsman about your complaint you can contact them in the following ways:

- In person or by post at 13 Lordou Vironos Avenue, 1096, Nicosia or P.O. Box 25735, 1311, Nicosia;
- By facsimile on +357 22 660584 (660118);
- By e-mail to [complaints@financialombudsman.gov.cy](mailto:complaints@financialombudsman.gov.cy).

***How will the Ombudsman judge the complaint?***

The Ombudsman carries out his review based on evidence presented to him. He arrives at his decisions by taking into account legal principles, the relevant code of practice and what, in his opinion, is fair and reasonable in the circumstances.

***What happens if the Ombudsman supports the complaint?***

If the Ombudsman has supported all or part of the complaint, he will write to you in the first instance. You will be given two (2) months in which to accept or not to accept his decision.

***What awards will the Ombudsman make?***

If the Ombudsman supports your complaint, he can make an award of compensation to be paid to you. The Ombudsman can make awards up to **€50,000.00** depending on financial loss you have incurred.

***What if you do not accept the decision?***

By choosing not to accept the Ombudsman's decision, your legal rights will not be affected and you will be free to pursue your complaint through the courts. Having not accepted, the Ombudsman's decision will no longer valid and cannot be used to support any further action.

***Can the Ombudsman still review the complaint if it has been to court?***

In accordance with the Ombudsman's terms of reference, he does not undertake the examination of a complaint, if as of the day of its submission a court of the Republic has already issued a decision on the same complaint or litigation procedures are in progress as regards the same complaint.

***What to expect when an award is accepted?***

Upon acceptance, we will be asked to make payment to you within the period provided in the decision of the Ombudsman. If you have asked that the award be paid by bank transfer, we will ask you to provide your account details. Once we have paid, the case will be closed.

***Can you accept the award and still go to court?***

If you accept the Ombudsman's decision, you do so in full and final settlement of all the complaints upon which the Ombudsman has made a formal judgement. Therefore, the Ombudsman would not then expect you to pursue the matter any further. However, you are free to pursue your complaint through the courts if you have rejected the Ombudsman's findings or if the Ombudsman was unable to come to a judgment on the matters alleged within the complaint that he considered.

For further details and information on Financial Ombudsman Service, please, visit [www.financialombudsman.gov.cy](http://www.financialombudsman.gov.cy).

**Going to court**

Subject to the conditions detailed above, you reserve the right to pursue your complaint through the competent court at any time.