



NFX CAPITAL CY LTD

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COMPLAINTS MANAGEMENT PROCEDURE

JUNE 2021

NFX Capital CY Ltd (the Company) in order to keep up with the highest level of services and facilitate an effective and transparent procedure for the prompt handling of complaints, has set in place the following Complaints Management Procedure.

A client may submit a complaint by selecting the option Complaints Department under the section [Customer Support](#), and by filling in the required fields.

Alternatively, the client may fill the respective Client Complaint Form, which can be found in Annex 1 of this document.

The completed Form can be submitted through the Client cabinet or be sent to Customer Support e-mail support@nordfxeu.com or to fax: +357-25-558112.

The description of the complaint in the Client Complaint Form will include the following information:

- the complainant's name and surname
- the complainant's MT4 account number
- the transaction number concerned, if applicable
- the date and time that the incident occurred
- a description of the incident
- the Company's employee/ department to which the complaint is addressed

A complaint must not include offensive language towards the Company, or towards an employee of the Company.

The Company will reply to the complainant within a reasonable time frame usually between 1 to 2 weeks from acknowledgement of receipt of the Client Complaint Form, by *either* providing a solution to the complainant taking into consideration the seriousness of the complaint and the extent of economic impact both to the client and to the Company itself, *or* if this timeframe is not enough (due to the complexity of the complaint), it will provide an update of its actions until this point.

The Company additionally at this stage communicates to the complainant the unique reference number of his/her complaint and informs him/her that he/she should use the said reference number in all future contact with the Company, the Financial Ombudsman and/or the CySEC about the specific complaint.

In case the Company's Final Response does not fully satisfy the complainant's request, then the Company will inform the complainant of his right to forward the complaint either to the Financial Ombudsman or to the Cyprus Securities and Exchange Commission.

A complaint to the Financial Ombudsman should be filled within three months from the receipt of the response from the company.

PLEASE NOTE THAT TRADING IN CRYPTOCURRENCIES OR CFDs RELATED TO CRYPTOCURRENCIES DOES NOT ENTITLE THE INVESTOR TO THE RIGHT TO REFER A COMPLAINT TO THE CYPRUS FINANCIAL OMBUDSMAN IN CASE OF A DISPUTE WITH THE COMPANY.

The Financial Ombudsman can be contacted as follows:

Address: 13 Lord Byron Avenue, 1096 NICOSIA

Phone: 22848900 (main number)

Facsimile (Fax): 22660584, 22660118

E-mail:

- Complaints: complaints@financialombudsman.gov.cy
- Financial Ombudsman: fin.ombudsman@financialombudsman.gov.cy
- Website: www.financialombudsman.gov.cy

There is a fee of €20 to file a complaint with the Financial Ombudsman.

The relevant payment can be done at any of the following banks:

- a) Co-operative Central Bank, IBAN: CY16 0070 1010 0000 0000 4002 8214;
- b) Hellenic Bank, IBAN: CY78 0050 0109 0001 0901 7087 6401;
- c) Bank of Cyprus, IBSN: CY52 0020 0195 0000 3570 1944 4789.

For more information you can visit the website (www.financialombudsman.gov.cy)

If you would like to refer an unresolved complaint to the Cyprus Securities and Exchange Commission (CySEC) you may contact them at <http://www.cysec.gov.cy/en-GB/complaints/cifs/>

Annex 1

Client Complaint Form

Client Information	
Name	
Account Number	
Date of Complaint	
Transaction number(s) concerned (if applicable)	
Date and Time of Incident	
The Company's Employee/ Department to which the complaint is addressed	

Please describe the product or service you are complaining about as accurately as possible eg. evidence, amount and any other relevant information.

Complaint Details

Please enclose any other relevant documentation that may help us in our effort to resolve your complaint (for example screenshot, journal log of your trading terminal).

Signature	
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