



FxPro Global Markets MENA Limited

Complaint Handling Procedure

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1. SCOPE

- 1.1 The Complaint Handling Procedure (the '**Procedure**') sets out the process adopted by FxPro Global Markets MENA Limited (referred to as '**FxPro**' or the '**Firm**') for the reasonable and prompt handling of complaints, disputes, or grievances received from Clients (referred to as the '**Client**', the '**Complainant**', '**you**', '**your**' and '**yourself**').
- 1.2 For any capitalised term, which has not been defined in the Policy, please refer to Schedule A ('Glossary') of the 'Client Agreement'.

2. QUERIES

- 2.1 If you are dissatisfied with our services, or if you have a query regarding your account or activity with us, you may contact the Customer Support Department via live chat, e-mail or telephone. Our Customer Support Department will determine if your query can be resolved immediately or if it will require further investigation; if your query cannot be resolved immediately, we remain committed in addressing and/or resolving it in a prompt manner (usually within 48 business hours).
- 2.2 If you are not satisfied with the response to the query or grievance you received, then you may raise this further with the Compliance Department following the process indicated in the 'Official Complaints' section.

3. OFFICIAL COMPLAINTS

- 3.1 An official complaint means an oral or written expression of dissatisfaction relating to the provision of investment services, addressed by a Complainant to the Compliance Department, as indicated in the Procedure. Any complaints made are handled fairly, consistently and promptly.
- 3.2 A complaint **must** include: (i) the Client's name and surname, (ii) the Client's Account number, (iii) the affected transaction number(s), if applicable, (iv) the date and time that the issue arose, and (v) an accurate description of the issue.
- 3.3 Complaints need to be sent by e-mail (compliance@fxpro.ae) to the Compliance Department.

- 3.4 Complaints communicated to the Compliance Department must be received from the registered e-mail of the Client or the Client's Appointed Representative as soon as possible after the subject matter of the complaint arose.
- 3.5 Upon receipt of the Complaint, we will confirm to the Complainant in writing, within seven (7) days, the receipt of the complaint and we will provide you with a unique reference number. We will also provide the Complainant with (i) the contact details of any individual responsible for handling the Complaint, [(ii) key particulars of the Authorised Firm's Complaints handling procedures;] and (iii) a statement that a copy of the procedures is available free of charge upon request in accordance with GEN Rule 9.2.11; and (c) consider the subject matter of the Complaint.
- 3.6 Where appropriate, we will update the Complainant on the progress of the handling of the Complaint.
- 3.7 We will investigate the complaint and reply, within thirty (30) days, to the Complainant about the outcome/ decision.
- 3.8 In the unlikely event that we are unable to respond within 30 days, the Firm will inform the complainant of the reasons for the delay and indicates the period of time within it is possible to complete the investigation; this period of time should not exceed 60 days from the submission of the complaint.
- 3.9 Upon conclusion of an investigation of a Complaint, we will notify you of the following:
- (a) advise the Complainant in writing of the resolution of the Complaint;
 - (b) provide the Complainant with clear terms of redress, if applicable; and
 - (c) comply with the terms of redress if accepted by the Complainant.

In the unlikely event we are unable to respond within two (2) months, it informed the complainant of the reasons for the delay and indicates the period of time within it is possible to complete the investigation; this period of time cannot exceed three (3) months from the submission of the complaint.

4. NEXT STEPS

- 4.1 If you are not satisfied with our final response to your complaint, then you can take other avenues for action. Where appropriate we can provide you with the necessary contact details upon request. Other such avenues for resolving a complaint may include an external dispute

resolution scheme, arbitration or the DIFC court. Also note that additional provisions may apply and more information may be found [here](#).

- 4.2 When complaining, a Client should, at all times, use the unique complaint number that will be provided in the acknowledgement and/ or response by FxPro.

5. RECORD RETENTION

- 5.1 FxPro will maintain electronic records of complaints made by its clients (including clients who were introduced or referred by FxPro to other group entities).
- 5.2 Client Support and Compliance department will have access to the online complaints system and records.
- 5.3 All the complaint records and relevant documents will be retained for a period of six (6) years from the date of receipt a complaint.

FxPro Global Markets MENA Limited.

Incorporated in the Dubai International Financial Centre (Registration no. 2514)
Authorised and regulated by the Dubai Financial Services Authority (reference no. F003333)

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