



## CLIENT COMPLAINT PROCEDURE

Formula Investment House Ltd. operating under the brand name 'iFOREX' is an investment firm regulated by the BVI Financial Services Commission ("FSC").

The Company finds enormous importance in providing high quality services to its clients and ensuring that any complaint raised by a client is properly handled by the Company. Therefore, iFOREX maintains effective and transparent procedures for reasonable prompt complaint handling for existing and potential clients and keeps records of complaints and measures taken for complaint resolution.

The purpose of this procedure is to ensure fair and consistent dealing with client complaints whilst striving to provide the highest level of customer service.

In the event that the client has a complaint relating to any of their dealings with iFOREX, then the following Complaints Procedure, as set out below, should be followed:

1. The client should fill the Complaint Form ("**Complaint Form**") attached hereto as Appendix A and send it to the Company via email to [complaints@iforex.com](mailto:complaints@iforex.com).
2. Relevant personnel within iFOREX are then being informed about the complaint and any required actions are taken that can lead to resolving the complaint.
3. Unless the complaint is classified by the Company as a significant complaint<sup>1</sup> (to be then treated as per section 4 hereunder), upon official receipt of a legitimate client complaint the complaint will be handled promptly and should be resolved within seven (7) business days from the date the Complaint Form was received.
4. In cases of significant complaints, the Company will act as follow:
  - a. send the complainant a written acknowledgment of the receipt of the Complaint Form within seven (7) business days from the date the Complaint Form was received.
  - b. send a final written response to the complainant within one (1) month from the date the initial Complaint Form was received.
  - c. Where the Company has given a substantive response the Company shall treat the complaint as settled after the expiry of four (4) weeks from the date of delivery of its response (by any means of communication), unless the Company has received an indication from the complainant that the response is unsatisfactory.
  - d. Notwithstanding the foregoing, in the event that a client's significant complaint was not settled within three (3) months from the date the Complaint Form was received by the Company, the Company shall then inform the FSC and advise the complainant of its right to inform the FSC in respect of its complaint.

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<sup>1</sup> A Significant Complaint shall mean – alleged breach of a regulatory enactment; Bad faith, malpractice or impropriety on the part of the Company or one of its directors, employees or agents; The repetition or recurrence of a matter previously complained of (whether significant or otherwise); That the complainant has suffered, or may suffer, financial loss that is material in relation to his financial circumstances; Identifies as significant by the relevant manager which received the complaint.



Appendix A

Complaint Form

<b>Client Complaint Form</b>	
<b>Name of Client:</b>	<b>Account Number:</b>
<b>Date:</b>	<b>Client Contact Details:</b>
<b>Nature of Complaint:</b> (please state full details)	