

CLIENT COMPLAINT PROCEDURE

iCFD Limited formerly known as “iFOREX Cyprus Limited”, operating under the brand name ‘iFOREX’ (“iFOREX”) is an investment firm regulated by the Cyprus Securities and Exchange Commission with license number 143/11. This complaints procedure is provided to you in accordance with the provisions of the Cyprus Investment Services and Activities and Regulated Markets Law of 2007 and in accordance with the Markets in Financial Instrument Directive (MiFID) of the European Parliament and Council.

iFOREX maintains effective and transparent procedures for reasonable prompt complaint handling for existing and potential retail 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 address the complaint via email to complaints@iforex.com.cy. The email should set out: client’s name, trading account number and the nature of the complaint. Anonymous complaints will not be treated.
2. Upon official receipt of a legitimate client complaint, written acknowledgment is sent to the client within five (5) business days from the date the complaint was made, confirming that iFOREX is taking action to resolve the complaint, and advising the approximate time required to do this.
3. The Sales/ Retention department informs all relevant persons within iFOREX about the complaint and then any required actions are taken by the head of the relevant department involved which can lead to resolving the complaint.
4. iFOREX will send a final written response to the client within two (2) months from the date the initial complaint was received. In case a client complaint is not settled within a two (2) month period, iFOREX will still send a written response informing the client about the status of their complaint, stating the reasons for the delay and indicate the estimated period of time to resolve it, which cannot exceed three (3) months from the submission of the complaint.
5. In the case the client is not still satisfied with the Company’s final response, then they can refer the complaint with a copy of the Company’s final response to the Financial Ombudsman, within a period of four (4) months from the date they received Company’s final response, or apply to the relevant Courts.