



**ProChoice**  
Χρηματιστηριακή Λτδ

**PROCHOICE CHRIMATISTIRIAKI LTD**

**COMPLAINTS HANDLING POLICY**

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Regulated by the Cyprus Securities and Exchange Commission (CySEC) Licence No: 100/09



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## **COMPLAINT POLICY**

Prochoice Chrimatistiriaki Ltd (hereafter the <Company>) is an investment firm incorporated and registered under the Laws of the Republic of Cyprus, with the registration number HE 228429. The Company is authorized and regulated by the Cyprus Securities and Exchange Commission (hereafter the "CySEC") under the license number 100/09.

In accordance with the ESMA Guidelines the Company maintains an effective and transparent procedure for handling complaints and grievances from clients. The Company keeps record of each complaint or grievance including all measures taken for its resolving.

### **1. SCOPE AND PURPOSE**

- 1.1. The Complaints Handling Policy (herein the "Policy") applies to complaints received from the Company's Clients in respect to one or more of the Investment Services and Activities which the Company is authorized to provide.
- 1.2. The purpose of the Policy is to outline the complaints resolution process and procedure followed by the Company and to ensure that any complaints received by any of the Company's Clients are dealt with and resolved in a fair and timely manner.
- 1.3. The Company shall treat all complaints with confidentiality and shall take all reasonable steps to investigate and respond promptly to any complaints. The Company shall use its best endeavors to provide the best service to its Clients.

### **2. DEFINITION OF A COMPLAINT**

- 2.1. A Complaint is defined as an expression of dissatisfaction addressed to the Company by a Client relating to the provision of any of the investment service and activities which the Company is authorized to provide and perform.
- 2.2. A Complainant is any natural or legal person who is presumed to be eligible to have a complaint against the Company with respect to the provision of the investment services and activities and/or has already lodged a complaint.
- 2.3. A Complaint received by a Client must include the following:
  - a) The Client's name and surname;
  - b) The Client's trading account number;
  - c) The affected transaction numbers, if applicable;
  - d) The date that the issue arose and a description of the issue.

## Complaints Handling Policy

2.4. The complaint must not include any offensive language directed either to the Company or an employee.

### 3. PROCEDURE

3.1. All complaints must be in writing and must contain the information detailed in paragraph 2.3 of the Policy. A complainant may submit a complaint against the Company in any of the following forms:

- (a) By electronic mail at [aantoniou@pro-choice.com.cy](mailto:aantoniou@pro-choice.com.cy)
- (b) By post at the registered address of the Company, Stratigou Timagia15, Linda Court, 1<sup>st</sup> Floor, 6051 Larnaca, Cyprus.

3.2. A Complainant may address a complaint directly to a member of staff which the Client is dealing with; the Client must ensure the complaint contains the information detailed in paragraph 2.3 of the Policy.

3.3. Upon receiving the complaint, the Compliance Officer will provide the complainant with a written acknowledgement of the complaint within 5 (five) business days. The acknowledgement will include a unique reference number, which shall correspond solely to the complainant's complaint and it must be used throughout the correspondence with the Company and if applicable the Financial Ombudsman and/or CySEC regarding the specific complaint.

3.4. The Compliance Officer shall investigate the complaint and the details presented by the complainant thereof and shall reply to the complainant within 2 (months) from the date of reception of the complaint.

3.5. Upon the completion of the investigation conducted by the Compliance Officer with respect to a complaint, the Compliance Officer shall send a written response to the complainant informing him of the following:

- (a) The outcome of the investigation along with the reasons for reach such a decision; or
- (b) If applicable, the nature and terms of any offer and /or settlement.

3.6. If the Compliance Officer is unable to conclude its investigation and/or respond to the complainant within 2 (two) months from the date of receipt of the complaint, the Compliance Officer shall send a written notice to the complainant, informing him of the reasons for the delay and indicating the period of time within is possible to complete its investigation. It is noted that the period of time cannot exceed the 3 (three) months from the submission of the complaint to CySEC.

3.7. The client reserves the right to take any legal action; such a right remains unaffected by the existence and/or use of any complaints procedure referred to above.

3.8. If the complainant is not fully satisfied with the Compliance Officer's response on the matter he may refer his complaint along with the unique reference number and a copy of the Compliance Office's final response to CySEC and if necessary to the Financial Ombudsman, within a period of 6 (six) months for further investigation.

3.9. In the case of a complaint being resolved in favor of the Client, the Company shall promptly ensure for the full and appropriate level of redress to be offered to the Client without any delay.

**4. SUBMISSION OF INFORMATION TO CYSEC**

4.1. The Compliance Officer of the company shall be responsible for providing information regarding the complaints received and how these have been handled by the Company to CySEC on a monthly basis (as per the specified form communicated by CySEC from time to time), irrespective of whether the Company has received any complaints in a given month. The form must be sent to CySEC within 5 days after the end of the reporting month.

**5. RECORD KEEPING**

5.1. The Company is required to establish, maintain and update the Complaints Register with the details of all the complaints received per month for a period of 5 (five) years. The following information is recorded in the Complaints Register.

- (a) Date of the Complaint;
- (b) Personal account number;
- (c) Identification number of the complainant;
- (d) The unique reference number of the complaint (which it has communicated to the complainant);
- (e) Complaint cause;
- (f) The financial instrument;
- (g) The disputed amount;
- (h) The settlement date, if applicable, and
- (i) Any comments thereof.

**6. CONTACT DETAILS**

6.1. More information can be found in the following links:

- CySEC : [www.cysec.gov.cy](http://www.cysec.gov.cy)
- Financial Ombudsman: [www.financialombudsman.gov.cy](http://www.financialombudsman.gov.cy)

*Date: 25 October 2021*