



1. Complaints Policy

Mexem Ltd. ("the Company") is an Investment Firm incorporated and registered under the laws of the Republic of Cyprus, with registration number HE 351726. The Company is authorized and regulated in Cyprus by the Cyprus Securities and Exchange Commission (hereinafter referred to as "CySec") and subject to CySec rules, with CIF license number 325/17. The Company does its utmost to ensure the privacy, confidentiality and security of its clients are preserved both throughout their interaction with the company and afterward, to the fullest extent achievable by the Company.

The Company provides intermediary services for Interactive Brokers.

With the aim to properly maintain effective and transparent procedures for the prompt handling of complaints or grievances received from Retail Clients or potential Retail Clients, the Company has implemented the next procedure. Client wishing to submit a complaint/ grievance may do so by following the below instructions:

1. The Client has the possibility to fill the respective "Client's Complaints Form" which he/she can find in the following link <https://bit.ly/2FISVpe> or the support section in Mexem Websites.

All Company's clients once they submit a complaint, they will receive a **unique reference number** and this reference number should be used in all future contact with the CIF, the Financial Ombudsman and/or the CySEC regarding the specific complaint.



"Client's Complaints Form" consists from next fields:

- the identity of the Client who filed the complaint or grievance;
- the identity of the employee that undertook to provide the service to the Client;
- the department to which the relevant employee relates to;
- the date of receipt of the complaint or grievance;
- the details of the complaint or grievance – full description;
- the extent in financial terms of the potential loss that the Client claims has suffered;
- the date and in summary, the content of the reply of the Company to the said complaint or grievance.

2. Send the completed Form to Administration/Back Office Department by email: Complaints@mexem.com , along with a copy of any additional documentation that would be relevant to the complaint.

3. Upon receipt of a Client Complaint Form, the Company will send an initial response letter to the complainant within a reasonable time, and generally within five (5) business days after receiving the complaint.

4. The Company investigates the complaint/grievance within a reasonable period of time, within two (2) months in accordance with actual legislation, and communicates the result and/or final decision to the Client in writing.

5. If the Company is unable to respond within two months, the Company should inform the complainant of the reasons for the delay and



indicates the period of time within which it is possible to complete the investigation. This period of time cannot exceed three (3) months from the period of submission of the complaint.

6. If the Client is dissatisfied with Company's final response, either he/she can ask the Company to reconsider or the Client can refer the matter to the Financial Ombudsman Service or Cyprus Securities and Exchange Commission.

2. Referral of unresolved complaint to the Financial Ombudsman

If you are an individual, or a legal entity, trust or charitable entity that can be categorized as a consumer under the legislation governing the creation and operation of an Alternative Dispute Resolution framework in Cyprus (Financial Ombudsman), you are entitled to escalate a complaint to the Financial Ombudsman if the solution or action taken / provided by the Company is not to your satisfaction.

In the unlikely event that the Company was unable to provide you with a final response within the three (3) month time period specified above you may again contact the office of the Financial Ombudsman of the Republic of Cyprus no later than four (4) months after the date when the Company ought to have provided you with its final decision'.



3. Contact Details

The Financial Ombudsman can be contacted as follows:

The complaint can be submitted to the Financial Ombudsman in one of three (3) ways:

(a) By hand or by post to the address: 15 Kypranoros, 1061 Nicosia or P.O. Box. 26722, 1647 Nicosia

(b) By facsimile (fax): to 22-660584 or to 22-660118

**(c) By electronic mail (e-mail) to the address:
complaints@financialombudsman.gov.cy**

We are authorized and regulated by the Cyprus Securities and Exchange Commission (CySEC), who has set out specific rules for the handling of complaints. Our procedure is compliant with the CySEC rules but if you wish to obtain further information you can contact the CySEC as follows:
<http://www.cysec.gov.cy/en-GB/complaints/cifs/>



You may maintain your complaint with the Cyprus Securities and Exchange Commission. However please note that the Cyprus Securities and Exchange Commission does not have restitution powers and therefore does not investigate individual complaints'

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