

## 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. If during the terms of your agreement with the Company, you are not fully satisfied with the financial product or the service offered, you may proceed in submitting a complaint. The company maintains and implement a customer complaint's policy and procedures for handling your complaints in a fair and effective way.

### **1. Definition**

The company considers as a complaint a statement unsatisfactory of financial services provided based on actual or supposed circumstances that have caused hardship or harm to its originator, received in writing on a specified form provides by the Company.

### **2. Procedure**

The complaint must be submitted in writing. You may print the complaint form which can be found in our website and submit the filled - out form to any of the following means:

- By post to the following address: General Manager – Prochoice Chrimatistiriaki Ltd, Stratigou Timagia15, Linda Court, 1<sup>st</sup> Floor, 6051 Larnaca.
- By fax at the following number: (+357) 24 662464
- Via e-mail to the following address: [backoffice@pro-choice.com.cy](mailto:backoffice@pro-choice.com.cy)

### **3. Records and Reports**

The Company shall keep detailed documentation of all complaints and grievance.

The client shall receive a full copy of the complaint and all related records. Another copy shall be kept in cline's file with the Company. In cases the complaint involves the General Manager, it shall be mentioned in the Annual Report.

### **4. Receiving a complaint**

Within five (5) calendar days receiving your complaint, we will send you a 'Complaint Acknowledgement Letter' which will include the Reference Number of your complaint. Please use this number in any future

contact with the Company, the Financial Ombudsman and/ or the Cyprus Securities and Exchange Commission regarding your complaint.

#### **5. Investigating and Resolving a complaint**

Once we receive your complain we will forward it to the appropriate person (the Compliance Officer) in the Company for investigation. Depending on the nature and particulars of the specific complaint, we shall endeavor to find ways of resolving the issue and propose these to you as soon as possible and not later than two (2) months. We are aware that certain complaints might need more time to investigate and resolve. In such a case we will contact you and inform you on he progress of the investigation and in any case we will send you our final solution not later than three (3) months from the date of submitting your complaint.

Once the investigation is completed, we will contact you, via your chosen channel of communication, providing the proposed solution

#### **6. If you are not satisfied**

If you are not satisfied with our final solution and the actions taken in resolving your complaint or you doo not receive an answer within three (3) months from the date of submitting your complaint, you may file a complaint with the Financial Ombudsman within four (4) months from the date of receiving our final solution or the expiry date we should have answered to you. Furthermore, you may inform the Cyprus Securities and Exchange Commission about the complaint submitted. For more details about the Financial Ombudsman and the Cyprus Securities and Exchange Commission please visit the following web pages: [www.financialombudsman.gov.cy](http://www.financialombudsman.gov.cy) and [www.cysec.gov.cy](http://www.cysec.gov.cy)