

ACIERFX previously ARGUSFX
COMPLAINT HANDLING PROCEDURE

1. Introduction

AcierFX Ltd, previously ArgusFX Ltd, (hereafter the “Company”) is an Investment Firm incorporated and registered under the laws of the Republic of Cyprus, with registration number HE 111588. The Company is authorised and regulated by the Cyprus Securities and Exchange Commission (hereafter the “CySEC”) under the license number 334/17.

As part of our commitment to providing the best possible service to our clients, we uphold effective and transparent procedures for complaint handling for all existing and potential clients, we maintain records of complaints and measure taken from complaint resolution with the complaint management procedures of the regulatory authority, CySEC.

2. Definition of a complaint

A client’s complaint is defined by the Company as an objection and/or dissatisfaction that the Client may have in regard to the provision of investment and/or ancillary services provided by the Company. The aforesaid reasons for dissatisfaction may include, but not be limited to, the following:

- a. A perceived injustice because of an alleged maladministration on our part, pertaining to:
 - i. Your accounts with us and/or the transactions and/or contracts carried out and/or reflected therein;
 - ii. Your rights under the documents of legal documentation, as set forth in the following link <https://www.argusfx.com/en/company/regulation> of our website.
- b. A denial or a request for information regarding you account and/or the transactions and/or contracts carried out an /or reflected therein; and/or
- c. Dissatisfaction with the way in which we respond to an enquiry and/or the time that we have taken to respond.

3. Queries

If you are dissatisfied with our services, or if you have a query regarding your account or activity with us, you may contact the Support Department via live chat through our website, e-mail at support@argusfx.com, or telephone at +357 22582400. Our Support Department will determine if your query cannot be resolved immediately, we remain committed in addressing and /or resolving it in a prompt manner.

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If you are not satisfied with the response to the query or grievance you received, then you may raise this further with the Compliance Function following the process indicated in the Formal Complaint section.

4. When to make a complaint

All complaints should be reported to us, in writing, within three (3) Business Days from the occurrence of the event that gave rise to your complaint. Failure to object within the above -mentioned time period of three (3) Business Days from the occurrence of the event that gives rise to your complaint, may be deemed, at the Company's reasonable discretion, as a ratification by you of all actions undertaken by us prior to making your complaint.

Notwithstanding the above, the Company, as part of its commitment to treat all of its clients fairly, will review and handle a complaint which was submitted outside the timeframes indicated above.

5. Formal Complaint submission and procedure

Clients who wish to file a formal complaint must do so by completing a complaint form that can be found at the Appendix 1 of this Complaint Handling Procedure and submit it at: support@argusfx.com , along with any relevant attachments.

All formal complaints will be handled by the Compliance Officer and any actions taken shall be in accordance with the procedures described below.

A formal complaint must include: (i) Client's name and surname, (ii) client's account number, (iii) The affected transaction number(s), if applicable, (iv) the date and time that the issue occurred and (v) an accurate description of the issue.

A formal complaint communicated to the Company must be received from the registered e-mail of the Client.

When the Company receives the client's complaint then a written acknowledgement will be sent to the client within the next five (5) business days, with a unique reference number to be assigned for the complaint.

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The Company shall send its initial response to the Client within fifteen (15) business days from the actual receipt of the complaint. If the complaint requires further investigation and it cannot be resolved it within fifteen (15) business days, it will issue a holding response in writing or in another durable medium. When a holding response is sent, it will indicate when the Company will make further contact and inform the Client on the progress of the investigation.

Within the period of three (3) months from the date that the Compliance Officer receives the client's complaint, a final response or a holding response will be sent to the client explaining the findings of the investigation.

If after three (3) months of receiving the complaint the Company is still not in a position to resolve the issue then the Compliance Officer will inform the client in writing stating the reasons for the delay and indicating an estimated time to resolve the issue.

When the client receives the final response, he will have two (2) months to respond otherwise, if there is no response from the client then the complaint will be considered as resolved.

6. Submission of Complaint to the Financial Ombudsman

You can refer your complaint to the Financial Ombudsman if you are dissatisfied with your assessment and ruling, provided that:

- Your complaint does not relate to an amount exceeding €170,000;
- Your first file a formal complaint to the Company within fifteen (15) months from the date that you are aware or ought to be aware that the reason of your complaint has occurred;
- You receive our final response within three (3) months from the date we acknowledge receipt of your complaint and it is not to your satisfaction, or from the closing date by which you should receive our final response in the case you do not receive it;
- You submit your complaint to the Financial Ombudsman within four (4) months from the date you receive our final response or from the closing date we ought to provide it to you in the case you do not receive our final response;
- No judgement has been issued from a Court for the same complaint or no judicial procedure is pending for the examination of the same complaint.

Please ensure that you copy your complaints' unique reference number given by our Company when you address your formal complaint to the Financial Ombudsman.

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The contact details of Financial Ombudsman are as per below:

Financial Ombudsman of the Republic of Cyprus

Address: 13 Lord Byron Avenue, 1096 Nicosia, Cyprus

Phone: +357 22848900

Fax: +357 22660584, +357 22660118

E-mail: complaints@financialombudsman.gov.cy

Website: <http://www.mcit.gov.cy/ccps>

7. Civil action

In the event you are not satisfied by the decision of the Financial Ombudsman in relation to your complaint, you may take civil action.

8. Monitoring of Complaints

The Company is required by CySEC to keep detailed records on complaints and submit information regarding the complaints received from our clients to CySEC on a monthly basis.

There is also relevant requirement for reporting to the Senior Management, on at least annual basis, on the complaints handling reporting to CySEC, as well as on the remedies undertaken or to be undertaken in relation to any deficiencies that may be identified.

Private information is not shared with any third parties and we comply with the Directive 95/46/EC of the European Parliament and of the Council of 24 October 1995 on the protection of individuals with regard to the processing of Personal Data and on the free movement of such data, as transposed into Cyprus law by the Cyprus Law 38 (I) 2001 on the processing of Personal Data (Protections of Individuals) as subsequently amended by Cyprus Law of 2003 (37(I)/2003) , as the same may be in force from time to time and replaced or amended from time to time.

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CLIENT COMPLAINT FORM

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