



GCMT LTD Trading as CMTRADING

# COMPLAINT HANDLING POLICY

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## General

The Company established and implemented effective internal procedures to ensure the prompt and reasonable handling of complaints or grievances received from clients and to ensure that any appropriate remedial action on those complaints is promptly taken.

*For any general terms which has not been defined in the policy, please refer to the glossary within the Client Agreement.*

## Queries

If you are dissatisfied with our services, or if you have a query regarding your account activity with us, you may contact the customer support department via live chat, e-mail, or telephone. Our customer support department will determine if your query can be resolved immediately or if it will require further investigation; If your query cannot be resolved immediately, we remain committed in addressing and/or resolving it in a prompt manner (usually within 48 business hours).

If you are not satisfied with the response to the query or grievance you received, then you may raise this further with the compliance department following the process indicated the 'Official Complaints' section.

## Treating Customers Fairly

Both our Customer Support and Compliance department shall thoroughly examine any complaint, together with any relevant information as required to reach a fair outcome for our clients, and communication with them in a fair and respectful manner.

## Treating Customers Fairly

An Official Complaint means a statement of dissatisfaction relating to the provisions of the investment services, addressed by the Complainant to the compliance department.

The procedure which shall be followed by the Company when handling client's complaints or grievances is as follows:

## 1. Filing Complaints

Any client who wishes to submit a complaint or grievance is advised to send an email to the [complaints@cmtrading.com](mailto:complaints@cmtrading.com)

Complaints must be communicated from the registered email address we hold on file for the client.

The Complaints department will send an email communicating the complaint has been received along with a case number to identify the complaint and a form to be completed by the client detailing the particulars of the case.

Where appropriate, we will update the Complainant on the progress of the handling of the Complaint.

Upon receipt of the Complaints completed form, we will investigate and reply within Ten (10) business days of receipt, to the Complainant about the outcome/decision.

The Company shall maintain all the record of the client's complaints for a minimum period of seven years. Responsible Department shall be the Back-Office Department.

## 2. Complaint Form

Upon receiving a written complaint or grievance, the following details shall be obtained and recorded by the Compliance function:

- Date of Complaint
- First Name
- Surname
- Address
- E-mail
- Phone Number
- Client trading account number
- The affected transaction Deal number
- Date and time the issue arose
- Employee who offered the services to the Client
- Accurate description of the issue

The Clients' complaints or grievances are handled by the Compliance Officer, and the final settlement of complaints or grievances are approved by a Senior Manager. The average estimated time for a complain that is expected to be resolved is an average of 10 working days from the day of the submission of the complaint. However, it is the Company's aim to proceed with the resolution of the relevant complain as soon as possible.

## Next Steps

It is understood that your right to take legal action remains unaffected by the existence or use of any complaint's procedures referred to above. In the case where you are still not satisfied with the Company's final response, then you can refer it to the Financial Services Authority (FSA) in Seychelles for further examination.

The contact details for the FSA in Seychelles are set out below:

ADDRESS:

PO Box 991 Bois de Rose Avenue Roche Caiman Victoria,  
Mahe, Republic of Seychelles

PHONE:

(+248) 438 08 00

FAX:

(+248) 438 08 88

WEBSITE:

<http://fsaseychelles.sc/index.php/contact-us>

**GCMT LTD** Trading as CMTRADING, is a Securities Dealer registered in Seychelles with registration number 8425982-1 and authorised by the Financial Services Authority (FSA) with licence number SD070.

**Registered Office:**

Block B, No. 6, Global Village,  
Jivan's Complex, Mont Fleuri,  
Mahe, Seychelles.

**Email:**

[support@cmtrading.com](mailto:support@cmtrading.com)

**RISK WARNING:**

Trading Foreign Exchange (Forex) and Contracts for Differences (CFD's) is highly speculative, carries a high level of risk and may not be suitable for all investors. You may sustain a loss of some, or all, of your invested capital. Therefore, you should not speculate with capital that you cannot afford to lose. You should be aware of all the risks associated with trading on margin.