



**CFD**

# **COMPLAINT HANDING POLICY**

[WWW.CFDHOLDING.COM](http://WWW.CFDHOLDING.COM)

We endeavour to at all times provide the best level of service to our clients. However, if you feel you have cause to complain about the financial services provided by CFD PRIME LLC you should write to the Compliance Officer at the address shown below, setting out the full details of your complaint:

CFD PRIME LLC

Dixcart House, Fort Charles, Charlestown, Nevis

Or by email: [support@cfdholding.com](mailto:support@cfdholding.com)

To help us investigate your complaint as quickly and efficiently as possible, please provide us with your name and address, a daytime telephone number on which we can contact you, and if contacting us in writing, your account details. Please provide a clear description of your complaint, and what you would like us to do to resolve it.

- We always try to resolve a complaint quickly and amicably.
- Any complaint will be dealt with by our Complaints Officer, or by a suitable person appointed by him/her.
- We will acknowledge in writing any complaint within five working days of receiving it.
- If the complaint is made orally our acknowledgement letter will state our understanding of the nature of the complaint.
- If our investigation is not completed within four weeks we will give the complainant a written progress report within the four-week period.
- By the end of an eight-week period from the date of receipt of the complaint, if the matter has not yet been concluded, there are two options:
  - (1) We will send a final response or decision letter.
  - (2) We will send a letter explaining why the investigation has not yet been completed, giving reasons for the delay and indicating when a final response can be expected. If the complainant is not satisfied with progress, and he/she is an eligible complainant, he or she may refer the matter to the Financial Ombudsman Service.

- When we have completed our investigation, we will inform the complainant in writing and this letter will state:
  - (1) The outcome of the investigation and the reasoning behind our decision. The nature and terms of any settlement considered appropriate.

**CLIENT COMPLAINT FORM****A. Client Information :**

|          |                   |
|----------|-------------------|
| Name:    | Account Number:   |
| Address: | Telephone Number: |

**B. Brief Summary of the Complaint:**

Please describe the product or service you are complaining about (*description, evidence, amount and what you would like us to do to resolve it*):

*Please enclose any relevant documentation that may help us in dealing with the complaint.*

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Date and place

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Client Signature

**For internal use only:**

Complaint Received By:

Date:

Acknowledgement sent to Client within 48hrs:

 Yes -  No

Informed Client of initial action:

 Yes -  No

Final response provided to Client within 4 weeks:

 Yes -  No

Holding response provided to Client:

 Yes -  No -  N/A

List of further actions taken as per holding response:

Signature of compliance officer:

Date: