



COMPLAINTS HANDLING POLICY

1. The Policy

The purpose of this Complaints Handling Policy (the “Policy”) is to set out the procedures to be followed and the appropriate actions to be taken by I.F. GREENFIELDS WEALTH LTD (hereafter the “Company”) in the cases where a complaint or grievance is received from any of the Company’s Clients.

The complaints management procedures for the handling of complaints received by the Company, as described in this Policy, are established in compliance with the Law 87(I)/2017, the Commission Delegated Regulation (EU) 2017/565, CySEC’s Circular C338, and the European Banking Authority (“EBA”) and European Securities and Markets Authority (“ESMA”) Guidelines on Complaints – Handling for Securities and Banking Sectors (JC 2019 35), with the aim to establish, implement and maintain effective and transparent procedures for the reasonable and prompt handling and resolution of complaints or grievances received by the Company in respect of its licenced activities.

The aim of the procedures established in the current Policy is to deliver a consistent, high-quality and accountable response to each official Complaint, regardless of the subject matter.

2. Definitions

“Complainant” means any person, natural or legal, who is eligible for lodging a Complaint to the Company and who has already lodged a Complaint.

“Complaint” or **“Grievance”** means a statement of dissatisfaction addressed to the Company by a Complainant relating to the provision of investment services.

“Activities supervised by Competent Authorities” means activities pursuant to Article 4(3) of the ESMA Regulation (Regulation (EU) No 1095/2010), or Article 4(2) of the EBA Regulation (Regulation (EU) No 1093/2010), or Article 5 of the Mortgage Credit Directive;

3. Company's Obligations

The Company shall establish, implement and maintain effective and transparent procedures for the reasonable and prompt handling of Complaints or Grievances received from clients or potential clients, and to keep a record of each Complaint or Grievance and the measures taken for the Complaint's resolution.

In addition, the Company is required to:

- Apply a complaints management policy, which shall provide clear, accurate and up-to-date information about the Company's complaints handling process and which is defined and endorsed by Senior Management and the Board of Directors, who will be responsible for its implementation and for monitoring the Company's compliance with it.
- Ensure that it has a complaints management function, which enables Complaints to be investigated fairly and possible conflicts of interest to be identified and mitigated.

4. How to file a Complaint

Clients' Complaints or Grievances are initially handled and investigated by the Compliance Department. However, the final settlement of non-trivial Complaints or Grievances needs to be escalated and approved by Senior Management.

A Complainant shall complete the Complaint Form provided by the Company (available in Appendix 1 of this Policy and on the Company's Website). Once completed, it should be sent either:

- as a hard copy to the Company's head offices which are situated at Vasilissis Friderikis 12, Office 203, Palais D'ivoire House, 1066, Nicosia; and/or
- electronically by e-mail to complaints@greenfieldswalth.com

along with a copy of the Complainant's identification documents and any additional documentation that would be relevant to the Complaint.

Please note that the Complaint Form is only indicative and not exhaustive. The Company may request further information and/or clarifications and/or evidence as regards your complaint.

Clients or potential clients' complaints submitted to the Company will always be reviewed and investigated free of charge.



5. Internal Procedures for handling a complaint

The procedure, which shall be followed by the Company when handling clients' Complaints or Grievances, is the following:

- 5.1. A Complaint or Grievance is initially received by Compliance department in the email specified above. The Compliance Department shall register the complaint directly to an internal register, giving it a unique reference number. The unique reference number must consist of ten digits:
 - ✓ the first two digits are the code of the CIF regarding the Transaction reporting System
 - ✓ the following four digits define the year, and
 - ✓ the last four digits denote each complaint's serial number (e.g. for 2018 - AA20180001, AA20180002, for 2019 - AA20190001, AA20190002).
- 5.2. Upon receiving a written Complaint or Grievance, the following details should be obtained and recorded:
 - ✓ The identification particulars of any client who submits a Complaint or Grievance.
 - ✓ The service provided by the Company and related to the Complaint or Grievance.
 - ✓ The employee responsible for the provision of those services.
 - ✓ The department where the employee belongs.
 - ✓ Date of receipt and registration of Complaint or Grievance.
 - ✓ Content of the Complaint or Grievance.
 - ✓ The capital and the value of the financial instruments which belong to the client.
 - ✓ The magnitude of the damage claimed by the client.
 - ✓ A reference of any correspondence exchanged between the Company and the client.
- 5.3. The events leading to the Complaint or Grievance should be examined and assessed based on the information provided by the client.
- 5.4. As a next step, the Compliance Department shall forward within two (2) working days the Complaint or Grievance to the relevant Department, involved in the case, with instructions to provide all information and evidence available, to allow investigation on the Client's claim.
- 5.5. The Department involved in the case shall provide all information and evidence collected to the Compliance Department, no later than 2 (two) working days from the receipt of the Compliance Department instructions;
- 5.6. Upon completion of the investigation for the complaint or grievance, a report shall be prepared stating the facts of the complaint. The report shall



be brought to management's attention, who shall then decide on the formal response to the client and the action to be taken.

- 5.7. The events leading to the Complaint or Grievance and all the information provided by the Complainant and the relevant Department of the Company involved in the case shall be examined and assessed in order to reach a fair outcome;
- 5.8. The Company shall acknowledge receipt of the Complaint and confirm to the Complainant via email, within five (5) business days from the receipt of the Complaint or Grievance, that the Complaint or Grievance is under investigation and shall provide the Complainant with the unique reference number assigned to the specific complaint;
- 5.9. The Complainant shall use the reference number provided to him/her in all future contacts with the Company, the Financial Ombudsman and / or the Cyprus Securities and Exchange Commission regarding the specific complaint.
- 5.10. In the case that the Complaint or Grievance is in a language other than English, a true translation must be obtained;
- 5.11. The Complainant shall be regularly updated on the development and the handling process of his/her complaint. Where further details on the Client's Complaint are considered needed, the Compliance Department shall call the specific Client for a personal interview or discuss the matter over the phone, as appropriate to better identify the nature of the Complaint.
- 5.12. The Company sets five (5) business days from the day of the receipt of the original Complaint or Grievance as a standard investigation period. If the investigation is complete in less than five (5) business days, the Complainant shall be informed about the results of the investigation immediately upon its completion. However, if a Complaint is not resolved within the standard investigation period, the Company shall inform the Complainant in detail about causes of delay, status of the investigation process and an expected date for completion of the investigation.
- 5.13. Upon investigation completion, a member of the Compliance Department shall inform the Complainant in writing, using plain language, which is clearly understood, about the results of the investigation and actions taken to satisfy the Complainant's demand(s).
- 5.14. Where the Complaint's case is not closed within the standard investigation period as specified in the above point, the Company shall deliver its final solution on the case no later than two (2) months from the receipt of the complaint. The findings and proposed solutions shall be clearly



communicated to the Client in a written form, explaining in details the Company's stand on the specific Compliant case.

- 5.15. If a Complaint cannot be resolved within the specified period of two (2) months, due to its complicated nature or where further clarification of circumstances is required, the Company shall inform the complainant of the reasons for the delay and shall indicate the period of time within which it is expected for the investigation to be completed. This period of time **cannot exceed** three (3) months from the submission of the initial Complaint.
- 5.16. The Company has the right to refrain from reviewing a complaint when:
- ✓ The information of the Complainant prevents the Company to identify the applicant's identity.
 - ✓ The Complaint includes offensive language directed either to the Company or an employee of the Company.
- 5.17. All non-trivial Complaints or Grievances shall be brought to the attention of and their resolution should be approved by Senior Management.
- 5.18. If the Complainant/Client feels dissatisfied with the response received and the settlement conditions offered to him / her, the Company shall explain to the Client what the Company's position on the complaint is. After receiving the Company's response, the Complainant/Client shall set out his / her option to refer his / her complaint to an Alternative Dispute Resolution (ADR) Mechanism by referring his / her complaint (using the assigned unique reference number provided by the Company), along with a copy of the final response from the Company, to the Financial Ombudsman of the Republic of Cyprus and / or by referring the complaint to the Cyprus Securities and Exchange Commission for further investigation of the Complainant's case.***

A. Contact Details of the Financial Ombudsman of the Republic of Cyprus:

Where the Client is not satisfied with the Company's final decision, he / she may check with the office of the Financial Ombudsman of the Republic of Cyprus if the Client is eligible to file a complaint with the Financial Ombudsman and seek mediation for possible compensation. It is important that the Client / Potential Client contacts the Financial Ombudsman of the Republic of Cyprus within four (4) months of receiving a final response from the Company, otherwise the Financial Ombudsman of the Republic of Cyprus may not be able to deal with the Client's / Potential Client's complaint.



In the unlikely event that the Company was unable to provide the Complainant with a final response within the three (3) month time-period specified above, the Client 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 the final decision.

Below are the contact details of the Financial Ombudsman of the Republic of Cyprus:

Website: <http://www.financialombudsman.gov.cy>

Email: complaints@financialombudsman.gov.cy

Postal Address: P.O. BOX: 25735, 1311 Nicosia, Cyprus

Telephone: +35722848900 **Fax:** +35722660584, +35722660118

B. Contact Details of the Cyprus Securities and Exchange Commission:

The Client / Potential Client may refer his / her complaint with the Cyprus Securities and Exchange Commission. However, it needs to be noted that the Cyprus Securities and Exchange Commission does not have restitution powers and therefore does not investigate individual complaints.

In any case, the Complainant's right to take legal action remains unaffected by the existence or use of any complaints procedures referred to above.

Below are the contact details of the Cyprus Securities and Exchange Commission:

Website: <https://www.cysec.gov.cy/en-GB/complaints/how-to-complain/>

General email: info@cysec.gov.cy

Postal Address: P.O. BOX 24996, 1306 Nicosia, Cyprus

Telephone: +35722506600 **Fax:** +35722506700



6. Corrective measures triggered by Client's Complaints

In the case where a client's Complaint or Grievance is valid, the Company's Management shall take all necessary actions, together with the Head of Department(s) to which the Complaint or Grievance is related, in order to identify and verify:

- a. Reasons for failure of procedure followed.
- b. Weaknesses of the internal controls.
- c. Implementation of internal controls that would prevent any Complaint or Grievance in the future.

All suggested procedures shall be approved by Senior Management at the meeting following the completion of the investigation. Procedural Manuals should be updated to reflect the approved changes and shall be communicated to all involved staff members.

At the end of each month, the CEO shall inspect the "complain/grievance file" and ensure that the Heads of the Departments have taken all the required actions so as to prevent repetition of the same complains/grievances.

The Compliance Officer shall ensure that procedure manuals are updated to address and prevent any drawbacks in the Company's procedures that may cause malpractices and Customer's Complaints respectively.

The CEO shall inform at least once per year the Board of Directors of all complaints / grievances received.

7. Complaint cases not covered under the current Policy

The present Complaint Handling Policy shall not apply where the Company receives a complaint about:

- ✓ activities which fall outside of those supervised by Competent authorities; or
- ✓ the activities of another entity for which the Company has no legal or regulatory responsibility (and where those activities form the substance of the complaint).

However, the Company shall respond, where possible, explaining the Company's position on the complaint and/or, where appropriate, giving details of the firm or other financial institution responsible for handling the complaint.



8. Review of Complaints received on an on-going basis

The Company's Compliance Function undertakes to analyse, on an on-going basis, complaints and complaints-handling data, to ensure that they identify and address any recurring or systemic problems, and potential legal and operational risks, for example by:

- Analysing the causes of individual Complaints so as to identify root causes common to types of Complaints;
- Considering whether such root causes also affect other processes or financial means, including those not directly complained of; and
- Correcting, where reasonable to do so, such root causes.

The Complaints Handling Policy shall be reviewed and/or amended as necessary by the Compliance Officer on an annual basis or as when considered necessary by the Board of Directors or when changes or amendments to operating requirements are issued by CySEC.

9. Reporting of Complaints

Information regarding the Complaints received by the Company and how those are being handled shall be disclosed to CySEC through the submission of Form XX_yymmdd_COMP-CIF. The said form shall be submitted in an electronic form via the TRS within five (5) days after the reporting month.

10. Record-keeping of Complaints or Grievances received

The responsible department for the record keeping of Complaints or Grievances received is the Compliance Department. In particular, the Compliance Officer, or his/her designee, shall keep a record of each Complaint and the measures taken for the Complaint's resolution.

The Complaint shall be registered once it is received in an internal archive and in an appropriate manner. The Compliance Department shall maintain a central record of all Complaints that includes the following information:

- ✓ name, address and account number (if available) of the Complainant;
- ✓ date on which the Complaint was received;
- ✓ department(s) involved in the Complaint's investigation along with the names of the responsible employees;
- ✓ complaint's unique reference number;
- ✓ description of the nature of the Complaint;
- ✓ disposition of the Complaint.

One copy of the complaint form is archived in the client's file and another copy is kept in a separate file ("complaints/grievances file").



The Company shall maintain all Complaints or Grievances for a minimum period of five (5) years.



Appendix 1 – Complaint Form

COMPLAINT FORM

Client's Full Name: _____
Trading Account No.: _____
Address: _____
Email: _____

Description of Complaint: _____

Date: _____ Signature: _____

Please enclose any evidence and/or relevant documentation.

Submit the form via email to email: complaints@greenfieldswwealth.com or via post to
I.F. GREENFIELDS WEALTH LTD at Vasilissis Friderikis 12, Office 203, Palais D'ivoire House,
1066, Nicosia, Cyprus



Internal Use Only

Unique Reference Number of the Compliant: _____
Employee handling the complaint: _____
Position: _____
Date of Receipt: _____ Date of response: _____
Result and Date of final resolution:

