

COMPLAINTS HANDLING PROCEDURE

Last updated 25 September 2024

This policy of IFC MARKETS LTD (the "Company") is subject to the guidelines of the corporate Compliance Manual as amended or restated from time to time. The purpose of this Complaints Handling Procedure is to ensure that all complaints are handled consistently and effectively, enhancing customer satisfaction and improving organisational processes over time.

Step 1. Complaint Receipt

Objective: To ensure that all complaints are acknowledged and recorded promptly.

Procedure:

- Complaints can be submitted by the Customers through the special complaint form published on the Company's website.
- All complaints are logged into a complaint management system.

Step 2. Complaint Assignment

Objective: To assign an employee for appropriate handling.

Procedure:

- Assign the complaint to the appropriate personnel who is best equipped to handle it.

Step 3. Investigation

Objective: To understand the root cause of the complaint.

Procedure:

- The assigned handler should gather all necessary information and resources to investigate the complaint.
- This may involve speaking with relevant staff, reviewing processes, or examining physical or digital records.

Step 4. Response and Resolution

Objective: To provide a resolution that is satisfactory to the Customer and the organisation.

Procedure:

- Once the investigation is complete, decide on the appropriate course of action to resolve the complaint.
- Communicate this decision to the Customer, explaining any steps that have been or will be taken.
- Ensure that the resolution is implemented within an agreed timeframe.

Step 5. Follow-Up

Objective: To improve service in order to prevent future complaints.

Procedure:

- Use feedback from the complaint to implement changes in organisational processes or training to improve service.

Step 6. Record Keeping

Objective: To maintain records of all complaints and their outcomes for future reference and reporting.

Procedure:

- Document all steps taken from receipt through to resolution, including all available records of communications with the customer.
- Store these records securely in compliance with relevant data protection regulations.
- Regularly review complaint logs to identify trends or recurring issues.

Step 7. Reporting and Review

Objective: To assess and enhance the effectiveness of the complaint handling process.

Procedure:

- Periodically generate reports detailing numbers, types, and resolutions of complaints.
- Review these reports with senior management to assess the performance of the complaints handling process.
- Implement improvements based on insights gained from these reviews.

Step 8. Training

Objective: Ensure all staff members are trained in the complaints handling procedure.

Procedure:

- Provide regular training sessions for all new and existing employees.
- Update training materials as necessary to reflect any changes in the procedure or regulatory environment.
- Assess employee understanding and competency regarding complaints handling as part of their performance reviews.

The procedure will be updated from time to time and made available to the regulator as directed and Customers.