



COMPLAINT HANDLING POLICY

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Best Choice FBC Ltd aspires to provide exceptional investment and ancillary services to each and every one of its Clients.

The Company has appointed a Compliance Officer to efficiently and adequately handle any complaints that may arise from a Client. This is to allow the Company to resolve and apply essential measures in order to avoid the issues from reoccurring.

Definition

The Company classifies a complaint as any objection and/or dissatisfaction that the Client may have with regards to the provision of any investment and/or ancillary service provided by the Company.

Procedure

The Compliance Officer shall be responsible for handling Client complaints, except in the case where the complaint involves the Compliance Officer, whereby the complaint shall be handled by the Managing Director.

The Client may register a complaint using any of the following options:

- Email: compliance@bcfxbroker.com
- Fax: +357 25720748
- Postal Address: Best Choice FBC Ltd
73 Agias Zonis, Dena House – 3rd Floor
3090 Limassol, Cyprus

Any Client's complaints received will be forwarded, within 48 hrs, to the Compliance Officer;

When the Compliance Officer receives the Client's complaint then a written acknowledgement will be sent to the Client confirming the name and job title of the person dealing with the complaint within 5 days;

Within 4 weeks from the date that the Compliance Officer receives the Client's complaint, then a final response or a holding response will be sent to the Complainant explaining the findings of the investigation. In the case where a holding response is sent to the Complainant, then an explanation shall be given stating the reasons why the Company has not been able to resolve the complaint as well as giving an estimated time to resolve the issue;

If after 8 weeks of receiving the complaint we are still not in a position to resolve the issue then the Compliance Officer will notify you in writing stating the reasons for the delay and indicate an estimated time to resolve the issue;

When the complainant has received the final response he will have 8 weeks to respond. If no response has been received from the complainant indicating that he is still dissatisfied with the explanation then the Complaint will be considered as resolved;

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In the case where the complainant is still not satisfied with the Company's final response, then the complainant can refer his complaint with a copy of the Company's final response to the competent authorities, within a period of 6 months, for further investigation.

Contact details for the Cyprus Exchange and Securities Commission are set out below:

Postal Address: P.O BOX 24996, 1306

Nicosia **Email:** complaints@cysec.gov.cy

Website: http://www.cysec.gov.cy/default_en.aspx

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Best Choice FBC Ltd
73 Agias Zonis, Limassol Cyprus 3090
TEL: +357 25 722436/ Fax: +357 25 720748
Email: compliance@bcfxbroker.com / Website: www.bcfxbroker.com