



# COMPLAINT HANDLING POLICY SIFX

Regulated by the Seychelles Financial Services Authority (FSA), license number SD157.

Address: CT House, Office 7C, Providence, Mahe, Seychelles.



SIFX is a brand operated by the FXW Global Ltd (hereinafter the “Company”). The Company aims to provide superior services to all of its Clients.

The Company has appointed a Compliance Officer to efficiently ensure the proper handling of any complaints from the Clients. This is to allow the Company to resolve and apply mandatory measures to avoid any recurring issues.

### **Definition**

The Company classifies a complaint as any objection and/or dissatisfaction that the Client may have with regards to the provision of the services provided by the Company. A link to the complaint form is enclosed at the end of this policy.

### **Procedure**

The Compliance Officer shall be responsible to ensure the proper handling of Client complaints, except in the case where the complaint involves the Compliance Officer, whereby the complaint shall be handled by the Representative Officer.

The Client may register a complaint by completing the complaint form and send it to the following email:

- Email: [complaints@sifx.com](mailto:complaints@sifx.com)
1. When the Company receives the Client’s complaint then a written acknowledgement will be sent to the Client within 7 business days.
  2. The Company will attempt a final response within 30 business days, however in case we are still not in a position to resolve the issue then the Company will notify you in writing stating the reasons for the delay and indicate an estimated time to resolve the issue.
  3. A final response should be provided to the Client within 60 business days the latest from the date he submitted his complaint.
  4. 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 Financial Services Authority (FSA) in Seychelles for further examination.

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**The contact details for the Financial Services Authority (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
Email:	<a href="mailto:complaints@fsaseychelles.sc">complaints@fsaseychelles.sc</a>
Website:	<a href="http://fsaseychelles.sc/index.php/contact-us">http://fsaseychelles.sc/index.php/contact-us</a>

### **Client Records**

The Client should provide all relevant documentation as well as any additional information requested by the Company in order to ensure all records are collected and the complaint is properly resolved on time.

All records will be kept safe as per local requirements and for a period of seven (7) years.

[\[The Complaint Form\]](#)

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