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COMPLAINTS HANDLING  
PROCEDURE

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## COMPLAINT HANDLING PROCEDURE

**PriorFX Ltd** (hereafter the “Company”) is an Investment Firm authorized and regulated by the Cyprus Securities and Exchange Commission (hereafter the “CySEC”) under the License number 221/13. Further details on CySEC license can be found on the CySEC’s website <http://cysec.gov.cy/>

The Company is incorporated and registered under the laws of the Republic of Cyprus under the certificate registration number HE 321360 and operates in compliance with the European Markets in Financial Instruments Directive (MiFiD) and the Cyprus Investment Services and Activities regulated Markets Law of 2007 (Law 144(I)/2007).

### Definition

“**Complainant**” is defined as any person, natural or legal, who has read, agreed with and accepted all the terms and conditions contained in the Client Agreement without modifications, has opened a trading account with the Company and has lodged a complaint.

“**Complaint**” is defined as an expression of dissatisfaction by a Client addressed to the Company regarding the provision of investment and/or ancillary services provided to the Client by the Company.

The Company considers having a complaint when the complainant has submitted a written statement of dissatisfaction, addressed to the company, via email at [complaints@priorfx.com](mailto:complaints@priorfx.com) or when the complainant has completed the relevant form on the Complaints page. The current Policy applies to all Registered Clients and Trading Accounts opened with PriorFX Ltd.

### Submission of a Complaint

The Complainant should submit a complaint through the form available on the Company’s website in the Client Portal or via email at [complaints@priorfx.com](mailto:complaints@priorfx.com).

Upon receiving the complaint, the Company will register the complaint to an internal register, giving it a unique reference number.

The person or the department that has received the complaint will send to the complainant a written acknowledgment confirming receipt of the complaint within five working days following receipt, enclosing information regarding the Company’s complaints handling process and reference number.

The said reference number shall be used in all future contact with the Company, the Financial Ombudsman and/or the CySEC regarding the specific complaint.

### Handling Process

The investigation of the complaint is subject to the provision of the correct information by the Complainant.

The following information should be provided:

- The client’s full name and surname
- The client’s trading account number

- The date that the issue arose and a description of the issue
- The identification particulars of the complainant
- The service provided by the Company and related to the complaint
- The affected transactions (if applicable)
- The content of the complaint
- The capital and the value of the financial instruments which belong to the client
- The magnitude of the damage claimed by the complainant
- Reference of any correspondence exchanged between the Company and the complainant

Within two months from the date of receipt of the complaint, a final response or a holding response will be sent to the Complainant explaining the outcome/decision of the investigation.

In the event that the Company is unable to respond within two months, the complainant will be informed of the reasons for the delay and the period of time within it is possible to complete the investigation. This period of time cannot exceed three months from the submission of the complaint.

In case the Complainant is not fully satisfied with the Company's final decision, the Company will notify the Complainant in writing using a thorough explanation of the Company's position on the complaint as well as inform the Complainant about his/her option to maintain the complaint through the Financial Ombudsman, ADR mechanism or the relevant courts, within a period of six months for further investigation.

### **Monitoring and Review**

The Company shall maintain record of all complaints for a minimum period of five years after the closure of the client's trading account. The responsible department shall be the Compliance Department.

The Company will monitor on a regular basis the effectiveness of this Procedure and, in particular, the quality of the procedures explained and, where appropriate, reserves the right to correct any deficiencies.

The Company will inform its Clients of any material change to this Procedure by posting an updated version of this Procedure on its Website(s).