

## COMPLAINTS HANDLING PROCEDURE

Alvexo is owned and operated by VPR Safe Financial Group Limited, supervised and regulated by the Cyprus Securities and Exchange Commission (CySEC) with license number 236/14 and company registration number HE 322134, located at 1, Agias Fylaxeos Street, 3025 Limassol, Cyprus.

We have adopted this Complaints Procedure in order to ensure a fair and quick process for handling complaints that may arise from our relationship.

### *1. Submitting your Complaint*

You may submit your complaint in writing and addressed to the **Compliance Function** of the Company who is authorised to handle and investigate complaints that may be submitted to them.

Kindly complete the [Complaints Handling Form](#) attached herein and submit it in any of the following ways:

- 1.1 By sending by post or delivering in person the attached [Complaints Handling Form](#) at the following address: 1, Agias Fylaxeos street, 3025 Limassol, Cyprus.
- 1.2 By submitting the [Complaints Handling Form](#) electronically at the following email addresses: [compliance@alvexo.eu](mailto:compliance@alvexo.eu)

### *2. Acknowledging your Complaint*

We will acknowledge receipt of your complaint within five (5) business days from the receipt of your complaint and provide you the unique reference number of your complaint. The unique reference number should be used in all your future contact with the Company, the Financial Ombudsman and/or CySEC regarding the specific complaint.

### *3. Handling of your Complaint*

Once we acknowledge receipt of your complaint we will review it carefully, investigate the circumstances surrounding your complaint and will try to resolve it without undue delay.

We shall make every effort to investigate your complaint and provide you with the outcome of our investigation within two (2) months from the date you have submitted your complaint to us. During the investigation process will keep you updated of the handling process of your complaint. One of our officers may contact you directly

(including communication by email or phone) in order to obtain further clarifications and information relating to your complaint. We will require your full cooperation in order to expedite the investigation and possible resolution of your complaint.

In the event that your complaint requires further investigation and we cannot resolve it within two (2) months, we will issue a holding response in writing or other durable medium. When a holding response is sent, it will indicate the causes of the delay and when the Company's investigation is likely to be completed. In any event, we shall provide you with the outcome of our investigation no later than one (1) month from the issuing of the holding response, depending on the complexity of the case and your cooperation.

#### **4. Final Decision**

When we reach an outcome we will inform you of it together with an explanation of our position and any remedy measures we intend to take (if applicable).

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

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

**Email:** [complaints@financialombudsman.gov.cy](mailto:complaints@financialombudsman.gov.cy)

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

**Telephone:** +357 22 848900

**Fax:** +357 22 660 584, +357 22 660 118

If you are not satisfied with the Company's final decision you may check with the office of the Financial Ombudsman of the Republic of Cyprus in case you are eligible to file a complaint with them and seek mediation for possible compensation. It is important that you contact 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 your complaint.

In the unlikely event that the Company was unable to provide you with a final response within the three (3) month time period specified above you may again contact the office of the Financial Ombudsman of the Republic of Cyprus no later than four (4) months after the date when we ought to have provided you with our final decision.

##### **B. Contact Details of CySEC:**

**Website:** <http://www.cysec.gov.cy>

**General email:** [info@cysec.gov.cy](mailto:info@cysec.gov.cy)

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

**Telephone:** +357 22 506 600

**Fax:** +357 22 506 700

You may maintain your complaint with the CySEC. However please note that CySEC does not have restitution powers and therefore does not investigate individual complaints.

It is understood that your right to take legal action remains unaffected by the existence or use of any complaints procedures referred to above.

**Important notification:** The Company has set a timeframe of twenty-two (22) months as a threshold for examination of complaints, since the Financial Ombudsman does not examine complaints after that period of time elapses from the date of incident causing the complaint. Please note also, that pursuant to the fact that the Company has a maximum of three (3) months to respond to your complaint, you are advised to take the above timeframe into consideration as well.