



MAGIC
COMPASS™

License No. CIF 299/16 NAVIGATE YOUR TRADING

COMPLAINT HANDLING POLICY

Version: 3.0.0

30.09.2017

1. Introduction

Magic Compass Ltd (hereinafter, “the Company”) is an Investment Firm regulated by the Cyprus Securities and Exchange Commission (hereinafter, “CySEC”) with Licence number 299/16.

2. Definition

A Client complaint is an expression of dissatisfaction by a Client (natural or legal person) regarding the provision of investment and/or ancillary services provided by the Company. The Company reserves the right to categorize and classify a notice received by a Client as an enquiry rather than a complaint if such notice does not fall within the definition of 'Complaint' above which will be forwarded to the relevant department to be handled accordingly. The Client reserves the right to request for the re-classification of his enquiry as a complaint provided that reasonable grounds for the re-classification are presented to the Company.

3. Submission of Complaint

A Client can submit a complaint via his registered email (i.e. same one used during registration procedure) to the Company’s Compliance Department at complaints@magiccompass.com, which is the responsible department for handling complaints by completing the ‘Client Complaint Form’ attached herein. The Company reserves the right to refuse investigating a Client’s complaint if the Client provides false information.

4. Complaint Handling Procedure

- Within 48 hours from the date of receipt of the complaint, the Company will send an acknowledgment email along with the issuance of a unique reference number relating to that complaint. The unique reference number should be used by the Client in any and all future correspondence with the Company, the Financial Ombudsman Service and/or CySEC.
- Within four (4) weeks from the date of receipt of the acknowledgment email by the Client, the Company will provide the Client with a final or holding response.
- If a holding response is sent to the Client, the Company will provide an explanation as to the reasons why the Company has not been able to resolve the complaint and an indication of the time needed to resolve the issue.
- If a final response is sent to the Client, the Company will provide explanations on the findings of the investigation.
- In case where the Client is not satisfied with the outcome based on the Company’s final response then the Client can refer his complaint along with the unique reference number

and a copy of the Company's final response, to the competent authorities for further investigation.

5. Competent Authorities Contact Details

Firstly to the the Financial Ombudsman website can be accessed via:

www.financialombudsman.gov.cy.

Should the Clients not be satisfied with the outcome with the Financial Ombudsman in Cyprus he can escalate it to the CySEC. CySEC website can be accessed via www.cysec.gov.cy



CLIENT COMPLAINT FORM

A. Client Information:

Full Name:		Account Number:	
Address:			
Post Code:	City:	Country:	
Telephone Number:	Mobile Number:	Email:	

B. Brief Summary of the Complaint:

Please describe the product or service and/or department and/or employee you are complaining about (*description, supporting evidence, amount/damage and suggested resolving measures*):

**In case additional space is required, please use additional document as appendix of this form*

*** Please enclose any relevant documentation/evidence that may help us to handle your complaint*

Client Signature:

Date:

