

COMPLAINTS HANDLING POLICY

| | |
|-----------------------------|-----------------------------------|
| Original Issue Date: | January 2018 |
| Approved by: | Board of Directors |
| Owner(s): | Sonaf Business Ltd |
| Classification: | Complaints Handling Policy |
| Last Reviewed Date: | September 2018 |
| Next Review Date: | January 2019 |
| Version: | 1 |

TABLE OF CONTENTS

| SUBJECT | PAGE |
|---|-------------|
| 1. INTRODUCTION | 3 |
| 2. COMPLAINTS | 4 |
| 3. TYPES OF COMPLAINT HANDLED | 5 |
| 4. PROCEDURAL REQUIREMENTS | 6 |
| 5. HOW TO MAKE A COMPLAINT | 6 |
| 6. WHEN TO MAKE A COMPLAINT – TIME RESTRAINTS | 6 |
| 7. HOW TO MAKE AN INFORMAL COMPLAINT | 7 |
| 8. HOW TO MAKE A FORMAL COMPLAINT | 7 |
| 9. INITIAL RESPONSE | 8 |
| 10. FURTHER ACKNOWLEDGEMENT | 8 |
| 11. FINAL RESPONSE | 9 |
| 12. HOLDING RESPONSE | 9 |
| 13. MONITORING OF COMPLAINTS | 10 |
| 14. ULTIMATE REDRESS | 10 |
| 15. OUR RIGHT TO PROCEED WITH THE RECOVERY OF DEBTS | 11 |
| 16. DISPUTE RESOLUTION | 11 |
| 17. INTERIM RELIEF - INJUNCTIVE RELIEF | 11 |

COMPLAINTS HANDLING PROCEDURES

1. INTRODUCTION

- 1.1 'Sonaf Business Ltd', is a Cyprus Investment Firm incorporated under the laws of Cyprus, which has its principal place of business at 133, Makarios III Avenue, Classic House, 1st Floor, CY-3085 Limassol, and registered with the Registrar of Companies in Nicosia under number: HE 301937 (the "**Company**"). The Company is regulated as a Cyprus Investment Firm ("**CIF**") by the Cyprus Securities and Exchange Commission ("**CySEC**") under license number 174/12.
- 1.2. The Company is operating under Directive 2014/65/EU of the European Parliament and of the Council of 15 May 2014 on Markets in financial instruments and amending Directive 2002/92/EC and Directive 2011/61/EU (the "Markets in Financial Instruments Directive 2014/65/EU") or "MiFID II") and amending Directive 2002/92/EC and Directive 2011/61/EU, as last amended by Directive (EU) 2016/1034 of the European Parliament and of the Council, of 23 June 2016 and under Regulation (EU) No 600/2014 of the European Parliament and the Council of 15 May 2014 on markets in financial instruments and amending Regulation (EU) No 648/2012 (the "MiFIR") which was implemented in Cyprus by the Investment Services and Activities and Regulated Markets Law of 2017 (Law 87(I)/2017), which provide for the provision of Investment Services, the exercise of Investment Activities, the operation of Regulated Markets and other related matters (the "Investment Services and Activities and Regulated Markets Law"), as the same may be modified and amended from time to time.

2. COMPLAINTS – SCOPE OF THE PROCEDURE

- 2.1. At the Company, we aim to provide prompt, courteous, helpful, open and informative advice in response to every approach made by a member of public. We are always keen to hear the views of our customers, particularly the general public, about our performance generally - what we do right and what we do wrong.
- 2.2. As part of our commitment to providing the best possible service to our clients, we uphold effective and transparent procedures for prompt complaint handling for existing and potential retail clients, we maintain records of complaints and measures taken for complaint resolution, in line with Applicable Laws, Rules and/or Regulations and we are pleased to operate in accordance with the complaint management procedures of the Cyprus Securities and Exchange Commission ("**CySEC**").
- 2.4. We will attempt to deal with your complaint in a prompt and efficient manner. We will follow the procedures outlined below to ensure that your complaint is resolved within a period of thirty (30) Business Days (where possible). Some complaints can be resolved more quickly depending on the facts

Risk Warning: *CFDs are complex instruments and come with a high risk of losing money rapidly due to leverage.*

Between 74-89 % of retail investor accounts lose money when trading CFDs.

You should consider whether you understand how CFDs work and whether you can afford to take the high risk of losing your money.

and the nature of the complaint. If the complaint is more complex and takes longer than thirty (30) Business Days to resolve, we will communicate the reasons for the delay.

3. TYPES OF COMPLAINT HANDLED

3.1. In line with the foregoing, we will investigate a complaint, dispute or difference between us, if it is an allegation submitted to us in writing, in accordance with the Complaint Handling Procedures set forth herein, in regard to either one, or more of the following:

- a. a perceived injustice because of an alleged maladministration on our part, pertaining to :
 - i. your Account(s) with us and/or the Transactions and/or Contracts carried out and/or reflected therein;
 - ii. your rights under our '**Client Agreement - Terms and Conditions of Business**', our '**Client Categorization Policy**', our '**Order Execution Policy**', our '**Conflicts of Interest Policy**', our '**Money Laundering Prevention Policy**' and the '**Investor Compensation Fund**', as published on our Website;
 - iii. your rights under our '**Privacy Policy**' as published on our Website(s);
- b. dissatisfaction with the way in which your Assets are maintained by us; and/or,
- c. dissatisfaction with the response from us to a request by you for our services to be provided in a different format; and/or,
- d. a denial of a request for information regarding your Account and/or the Transactions and/or Contracts carried out and/or reflected therein; and/or,
- e. dissatisfaction with the way in which we respond to an enquiry and/or the time that we took to respond; and/or,

Risk Warning: *CFDs are complex instruments and come with a high risk of losing money rapidly due to leverage.*

Between 74-89 % of retail investor accounts lose money when trading CFDs.

You should consider whether you understand how CFDs work and whether you can afford to take the high risk of losing your money.

- f. dissatisfaction with the standard of the services we are providing to you, in view of the standards of service that we have set ourselves, as described in the '**Business Terms and Policies**' page published on our Website(s).

4. PROCEDURAL REQUIREMENTS

- 4.1. Any complaint or dispute or difference whatsoever between us, must be dealt with in Cyprus, in accordance with the Complaint Handling Procedures set forth herein and you agree that we shall have the right to resolve any complaint or dispute or difference whatsoever between us in accordance with the Complaint Handling Procedures set forth herein.

5. HOW TO MAKE A COMPLAINT

- 5.1. There are two key stages in our Complaints Handling process:
 - a. an informal stage, by contacting your '**Account Service Manager**' with any concerns or issues that you may have; and
 - b. a formal stage, by filing a formal complaint with our Compliance Officer.
- 5.2. At the end of each stage we will ask you if you are satisfied with how we have handled your complaint.

6. WHEN TO MAKE A COMPLAINT – TIME RESTRAINTS

- 6.1. Given the high leverage, fast moving nature of the Over-the-Counter (OTC) Market, and the risks associated with electronic trading thereon, any discrepancies on account statements must be reported to us, in writing, within twenty (24) hours of its occurrence. Failure to object within the above-mentioned twenty four (24) hour time period shall be deemed ratification by you of all actions taken by us prior to your receipt of such reports.
- 6.2. All other complaints must be reported to us, in writing, within two (2) Business Days from the occurrence of the event that gives rise to your complaint (for the purposes hereof, unless the context requires otherwise, "**Business Days**" are Monday through Friday, excluding bank holidays in Cyprus).
- 6.3. Failure to object within the above-mentioned time period of two (2) Business Days from the occurrence of the event that gives rise to your complaint, shall be deemed ratification by you of all actions undertaken by us prior to making your complaint.

Risk Warning: *CFDs are complex instruments and come with a high risk of losing money rapidly due to leverage.*

Between 74-89 % of retail investor accounts lose money when trading CFDs.

You should consider whether you understand how CFDs work and whether you can afford to take the high risk of losing your money.

7. HOW TO MAKE AN INFORMAL COMPLAINT

- 7.1. You can raise any concerns or issues that you may have by contacting your 'Account Service Manager', either in writing, by letter, via fax or by e-mail, or by telephone or via 'chat' through our Online Trading Facility; Our preference is always to deal with your concerns or issues on an informal, person to person basis by telephone or via 'chat' through our Website, but, if you prefer, we will deal with any concerns or issues that you may have at any stage in writing by letter, via fax or by e-mail in English Language.
- 7.2. If you contact us in writing by letter, via fax or by e-mail, please provide us with full details of any concerns or issues that you may have. If we require further information we will notify you using your preferred method of contact.
- 7.3. Once you have contacted your 'Account Service Manager', your 'Account Service Manager' will record your details and provide you with a unique reference number that identifies you and the concerns or issues that you may have.
- 7.4. We aim to resolve the matter quickly - by the end of the next Business Day if possible. If the matter is more complex and, at our sole discretion, is expected to take longer than five (5) Business Days to, we will provide you, within two (2) Business Days after you first contacted your 'Account Service Manager', with a written acknowledgement that we have been informed of your concerns or issues and we will communicate the reasons for the delay and provide you with details of who is handling the matter and how to contact.

8. HOW TO MAKE A FORMAL COMPLAINT

- 8.1. Clients who wish to *file a formal complaint* with our 'Compliance Officer' can do so, at any time, in the following ways:
 - a. By sending a signed letter by post with a copy of your identification documentation as provided during registration for ID purposes attached, along with attachments of the documentation as outlined below, to the following address:

**'Sonaf Business Ltd', is a Cyprus Investment Firm incorporated under the laws of Cyprus,
which has its principal place of business at 133, Makarios III Avenue, Classic House, 1st
Floor, CY-3085 Limassol
Attention: The Compliance Officer**
 - b. **Via e-mail to: compliance@sonafx.com along with attachments of the documentation as outlined below.**

Risk Warning: *CFDs are complex instruments and come with a high risk of losing money rapidly due to leverage.*

Between 74-89 % of retail investor accounts lose money when trading CFDs.

You should consider whether you understand how CFDs work and whether you can afford to take the high risk of losing your money.

- 8.2. All formal complaints must be forwarded to our 'Compliance Officer' in writing, in English Language, in the manner set forth above, for action in accordance with the procedures described below.
- 8.3. The following information and documentation should, wherever possible, be obtained and recorded and provided to the 'Compliance Officer' as part of your formal complaint, in order to ensure that the complaint is expedited in the most efficient and fair manner: (a) Account Number/User ID; (b) Name of client; (c) Contact details for client; (d) Phone; (e) Mobile; (f) e-mail; (g) Address details for client; (h) Details of the complaint (including time and date the matter leading to the complaint occurred, the representative(s) involved in the complaint; (i) Nature of the complaint; (j) Remedies sought; (k) Attach any documentation or other material that may assist in the resolution of the complaint (including an initial written response to the allegations by the representative(s) involved).
- 8.4. Upon receipt of an official legitimate client complaint, written acknowledgment will be sent to you within five (5) Business Days from the date the complaint was received. This will confirm that we are taking the necessary action needed to resolve the complaint, and will also provide an approximate timescale required in order to do so.
- 8.5. Upon receipt of a formal complaint, we will provide written acknowledgement within five (5) Business Days of receiving your formal complaint.
- 8.6. The letter will confirm that we are taking the necessary action needed to resolve the complaint and will contain details of our Complaints Handling Procedure and of your right to refer the complaint to the '**Financial Ombudsman of the Republic of Cyprus**' (see contact details in **Section 14** further below), if you are dissatisfied with our assessment and ruling.
- 8.7. It will also state who within our company is dealing with the complaint and how to make contact with them (this will normally be our 'Compliance Officer').

9. INITIAL RESPONSE

- 9.1. We will send you a second letter no later than ten (10) Business Days after the formal complaint was, containing a full account of the investigation activities planned, any findings thus far and, if appropriate, any offer of redress (the "**Initial Response**").
- 9.2. This letter will again advise you of your rights, who is dealing with your formal complaint (this will normally be the 'Compliance Officer') and how to make contact with that person.

10. FURTHER ACKNOWLEDGEMENT

Risk Warning: *CFDs are complex instruments and come with a high risk of losing money rapidly due to leverage.*

Between 74-89 % of retail investor accounts lose money when trading CFDs.

You should consider whether you understand how CFDs work and whether you can afford to take the high risk of losing your money.

10.1. In the situation whereby the complainant responds to the Initial Response then again we will acknowledge receipt of that response from the complainant within five (5) Business Days after the receipt of such (the “**Acknowledgement of client’s Response to the Initial Response**”).

11. FINAL RESPONSE

11.1. Once we have completed your complaint’s investigation, we will write to you again and offer you a summary outcome of our investigation. Where appropriate, it may also include a final offer of redress. Such letters will be marked clearly as the final response and will include details on how to contact the “**Financial Ombudsman of the Republic of Cyprus**” (see contact details in **Section 14** further below), if the complaint has not been resolved to the complainant’s satisfaction or, if the offer of redress is considered insufficient or inappropriate.

11.2. We will attempt to send the Final Response within thirty (30) Business Days of receiving your formal complaint, or ten (10) Business Days after your acceptance or rejection of any offer of redress (where applicable), whichever comes first.

11.3. This may not always be possible as sometimes the complexity of the complaint may require more time to investigate fully. We will always abide by regulatory guidelines in relation to a complaint and as such, we will always ensure that complainants are kept informed about their complaint and our activities in response to their complaint.

12. HOLDING RESPONSE

12.1. If, for whatever reason, we are unable to conclude the investigation and provide a Final Response (see below) to your complaint within the time limits set forth above, then we will issue what is called a Holding Response.

12.2. The purpose of this Holding Response is to inform the complainant of the reasons why we cannot provide a Final Response to your complaint within the time limits set forth above and to provide a further indication of what is happening with your complaint and also to provide an indication of when you can expect to hear from us again.

12.3. In the event that you receive a Holding Response, we would invite you to discuss the matter personally with our Managing Director. The purpose of this step is to ensure that you (and your complaint) receive the highest priority in those situations where the complaint cannot be fully resolved through normal investigatory processes.

Risk Warning: *CFDs are complex instruments and come with a high risk of losing money rapidly due to leverage.*

Between 74-89 % of retail investor accounts lose money when trading CFDs.

You should consider whether you understand how CFDs work and whether you can afford to take the high risk of losing your money.

13. MONITORING OF COMPLAINTS

- 13.1. We are required by the Cyprus Securities and Exchange Commission (“**CySEC**”) to keep detailed documentation on individual complaints. We are required to report relevant complaints to CySEC and also to our Insurers on a regular basis.
- 13.2. Private information will not be shared with any 3rd parties and we comply with *Directive 95/46/EC of the European Parliament and of the Council of 24 October 1995 on the protection of individuals with regard to the processing of Personal Data and on the free movement of such data*, as implemented in Cyprus law by *Cyprus Law 138(I)2001 on the Processing of Personal Data (Protection of Individuals)*, as amended by *Cyprus Law of 2003 (37(I)2003) on the Processing of Personal Data (Protection of Individuals)* (the “**Personal Data Protection Legislation**”), as the same may be in force from time to time and modified or amended from time to time.

14. ULTIMATE REDRESS

- 14.1. If, after contacting all parties you remain dissatisfied with the outcome of your complaint, then you may seek redress through the dispute resolution procedure set forth in **Section 15** hereinafter, if you so wish, or by referring your complaint to the “**Financial Ombudsman of the Republic of Cyprus**”. The “**Financial Ombudsman of the Republic of Cyprus**” can be contacted in one of the following three (3) ways:
- a. By hand or by post to the address 13 Lordou Vironos Avenue, 1096, Nicosia or P.O. Box 25735, 1311, Nicosia, Cyprus; or
 - b. By facsimile (fax) to: (+357) 22 66 05 84 or to (+357) 22 66 01 18; or
 - c. By electronic mail (e-mail) to the address: complaints@financialombudsman.gov.cy
or the Cyprus Securities and Exchange Commission via the following link:
<http://www.cysec.gov.cy/en-GB/complaints/how-to-complain/>
- 14.2. The necessary forms to file a complaint with the “**Financial Ombudsman of the Republic of Cyprus**” can be found on the website of “**Financial Ombudsman of the Republic of Cyprus**”, at the following URL:
http://www.financialombudsman.gov.cy/forc/forc.nsf/page16_en/page16_en?OpenDocument
- 14.3. In each instance, we would record upon the complaint file what advice was provided and we would reclassify the complaint to note that it has been ‘*Investigated but not resolved*’.
- 14.4. Such claims have been deemed to be investigated by us and reported to CySEC on this basis.

Risk Warning: *CFDs are complex instruments and come with a high risk of losing money rapidly due to leverage.*

Between 74-89 % of retail investor accounts lose money when trading CFDs.

You should consider whether you understand how CFDs work and whether you can afford to take the high risk of losing your money.

15. OUR RIGHT TO PROCEED WITH THE RECOVERY OF DEBTS

15.1. The above Complaints Handling Procedure does not apply to money that you may owe to us.

15.2. We may take immediate action to recover any debts payable to us in court.

16. INTERIM RELIEF - INJUNCTIVE RELIEF

16.1. Nothing set forth herein shall prevent either Party from applying to court for interim or injunctive relief.

16.2. Each party acknowledges that a breach of the provisions of this Agreement may cause the other Party irreparable injury and damage and, therefore, any such breach may be enjoined through injunctive proceedings, in addition to any other rights and remedies that may be available to either Party as per applicable law or in equity.

17. COMPLAINTS REGISTER

17.1 The Company stores all complaints it receives on an internal archive, as quickly as possible, and in an appropriate manner.

17.2 The Company is required to provide to the CySEC information regarding the complaints it receives via an electronic form to the Commission on a monthly basis.

Risk Warning: *CFDs are complex instruments and come with a high risk of losing money rapidly due to leverage.*

Between 74-89 % of retail investor accounts lose money when trading CFDs.

You should consider whether you understand how CFDs work and whether you can afford to take the high risk of losing your money.