

## **COMPLAINTS HANDLING PROCEDURE**

We, LCG Int. Limited (hereinafter, the “Company”), 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 Department** which is authorized to handle and investigate complaints that may be submitted to them from our Clients.

You are encouraged to use the *Complaints Form* attached herein and submit it with the following way:

- By submitting the Complaints Form electronically at the following email address: [complaintsky@lcg.com](mailto:complaintsky@lcg.com)

### **2. Handling of your Complaint**

All complaints are responded in writing within 14 days of receipt of such 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 14 days 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 (where needed) and information relating to your complaint. Please note that the Company shall consider your complaint as closed and cease the relevant investigation in case you fail to respond to our officers within the period of one month from the date of the submission of 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 14 days 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.

### **3. Final Decision**

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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).

## **COMPLAINTS FORM**

The Form in Appendix A is the form you need to fill in if you wish to submit your complaint to LCG Int. Limited (the “Company”). Complete, up-to-date as well as accurate information is required to be provided to the Company for the proper investigation and evaluation of your complaint.

Please note that the below Complaint Form is only indicative and not exhaustive. The Company may request further information and/or clarifications and/or evidence as regards your complaint.

### **Appendix A- Complaints Form**

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**DATE:**

**CLIENT INFORMATION**

Name:

Surname:

ID or Passport Number:

Country of nationality:

Legal Entity Name (in case the Client is a legal person):

Account Trading Number:

**CONTACT DETAILS OF THE CLIENT**

Postal Address:

City/Province:

Code:

Country:

Telephone Number:

Email:

**DETAILS OF THE COMPLAINT**

Date when the Complaint was created:

Employee who offered the services to the Client (if applicable):

Description of the Complaint: (use a separate sheet if necessary)

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