



COMPLAINT HANDLING POLICY

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We endeavour to, at all times provide the best level of service to our clients. However, if you feel you have cause to complain about the financial services provided by IronFX Global (South Africa) (Pty) Limited you should write to the Compliance Officer at the address shown below, setting out the full details of your complaint:

IronFX Global (South Africa) (Pty) Limited
5-38 Katherine & West,
114 West Street
Sandton
2196
South Africa

Or by phone: +27 11 0176600

Or by email: Compliance@IronFX.com

To help us investigate your complaint as quickly and efficiently as possible, please provide us with your name and address, a daytime telephone number on which we can contact you, and if contacting us in writing, your account details. Please provide a clear description of your complaint, and what you would like us to do to resolve it.

We are authorised and regulated by the Financial Service Board and we are covered by the Ombud for Financial Services Providers. We deal with any complaints in the following way:

- We always try to resolve a complaint quickly and amicably.
- Any complaint will be dealt with by our Complaints Officer, or by a suitable person appointed by him/her.
- We will acknowledge in writing any complaint within five working days of receiving it.
- If the complaint is made orally, our acknowledgement letter will state our understanding of the nature of the complaint.
- If our investigation is not completed within four weeks, we will give the complainant a written progress report within the four-week period.
- By the end of an eight-week period from the date of receipt of the complaint, if the matter has not yet been concluded, there are two options:
 - (1) We will send a final response or decision letter.
 - (2) We will send a letter explaining why the investigation has not yet been completed, giving reasons for the delay and indicating when a final response can be expected. If the complainant is not satisfied with progress, and he/she is an eligible complainant, he or she may refer the matter to the Ombud for Financial Services Providers.
- When we have completed our investigation we will inform the complainant in writing and this letter will state:
 - (1) The outcome of the investigation and the reasoning behind our decision.
 - (2) The nature and terms of any settlement considered appropriate.
 - (3) The complainant has a right, (if applicable), to refer the matter to the Ombud for Financial Services Providers if he or she is not satisfied with the outcome.

The Office of the Ombud will not investigate a complaint unless it has been lodged with the Compliance Officer of the Financial Services Provider first. If you wish to contact them you must do so within 6 months of our final response.

Contact details for the Ombud for Financial Services Providers are set out below:

Ombud Contact Details

Toll free no: 0860FAISOM (0860324766)

Telephone: +27 12 470 9080

Fax: + 27 12 348 3447

E-mail address: info@faisombud.co.za

Website: www.faisombud.co.za

Postal Address:

P.O.Box 74571,
Lynnwood Ridge,
0040

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