

Complaints handling Policy

Last updated: April 2021



We are delighted that you have chosen to use our App or visit our website.

We take customer complaints with the utmost seriousness and act accordingly to ensure that any complaints are handled as professionally and quickly as possible.

This policy sets out the process behind raising a complaint and how it is handled throughout the complaint lifecycle until resolution.

This policy applies to all of our processing activities. In this policy, "we", "us", "our" and "company" refers to Close Cross Malta Limited (Close Cross) a company incorporated in Malta with its registered address at 171 Old Bakery Street, Valletta, VLT 1455.

1. Scope

Close Cross maintains effective and transparent procedures for the reasonable and prompt handling of Complaints received from Complainants and keeps records of each Complaint as well as the actions taken to remedy any situation. Our aim is to provide a high level of service to our Clients at all times and with valued client feedback we can enhance the company's products and services.

2. Inquiries

2.1 If a Client has an Inquiry or concern regarding his/her trading account or activity with Close Cross, he/she may contact the Customer Support Department via the communication means referred to herein below:

- For Frequently Asked Questions (FAQ), please click [here](https://closecross.com/closecross-faqsF.php) [https://closecross.com/closecross-faqsF.php]
- To open a ticket for the Customer Service department, email us on support@closecross.com
- To chat with the Customer Service representative, please contact us on [telegram](https://t.me/CloseCrossCommunity) [https://t.me/CloseCrossCommunity]

The satisfaction of Close Cross' Clients is a high priority. Thus, if a Client has an inquiry or issue the Company appreciate the time to resolve the matter. The Company is committed in addressing and/or resolving Client's inquiries or concerns in a prompt manner and will provide a response within a reasonable timeframe.

The Company will carry out an impartial review of the inquiry to perform an assessment on what did or did not happen and whether the Company acted fairly within its rights and have met its contractual and other obligations.

If the Company is unable to answer the inquiry or concern or the Client feel that the Company's response is unsatisfactory, the Client may open an official Complaint, completing the required information found in section 3.1. below and sending it to our Complaints Management Function.

Close Cross has designated a Complaints Management Function for the investigations/management of investigations of complaints. The details are as follows:

Name: Mr Hitesh Varma
Email: complaints@closecross.com

The Client should ensure to fill in all the relevant fields in order for the Close Cross team to be able to provide an accurate and fast response.

3. Complaints

3.1 Complaints can be submitted only by a registered user and will include (i) Complainants name and surname and (ii) the user name of the account (registered email address). Depending on the Complaints' nature other information will be requested, i.e. (i) the affected position(s) identification number(s), if applicable, (ii) the date and time that the issue arose and (iii) an accurate description of the issue. The Complainant can upload supporting information and submit any further information in addition to the above in the "Description" section, which is considered material of importance, to allow the Company to resolve the issue effectively and within a reasonable timeframe.

3.2 In case the Company receives a registered Complaint as per section 3.1., but which does not fall within the scope of a Complaint, it may be re-classified as an inquiry; when this shall be classified as an inquiry it will be forwarded to the relevant department to be handled accordingly. The Complainant maintains the right to request for the re-classification of his/her inquiry as a Complaint, if this is relevant to the investment and/or ancillary services of Close Cross.

3.3 Once the Complainant files a complaint, within one business day, an electronic acknowledgement of receipt will be sent to the email address of the Complainant to notify that the Company has received the Complaint and is currently working on a resolution.

3.4 The Company upon examining the Complaint and upon reaching a decision in this respect, shall reply to the Complainant with the remedial actions to be taken or provide further clarifications, and the reasoning behind the Company's decision, as applicable - without exceeding the period of fifteen (15) working days from the date of the receipt of the complaint.

3.5 While investigating a Client's Complaint, the Company takes into consideration the subject matter of the Complaint, the contents of the documents and/or the information submitted, and the evidence in the Company's records. Further information relating to the Complaint may be requested from the Complainant within the fifteen (15) working days' time frame, as necessary.

3.6 The company will keep the Complainant updated on the progress of the submitted Complaint and a full written final response will be provided to the Complainant no later than (15) working days from the date of the submitted Complaint.

3.7 In the unlikely event that the Company is unable to respond within (15) working days, the Complainant will be informed of the reasons for the delay and the Company will provide indicative timeframe to Complete the investigation or that the Complainant can refer the matter to the Office of the Arbiter for Financial Services.

3.8 If however, the Complainant feels that the Complaint was not resolved satisfactorily once the Company provided its Final Response, the Complainant is able to refer the Complaint to the Office of the Arbiter for Financial Services. More information can be found in section 4 below.

3.9 A Complaint will be deemed as resolved or settled when the Company has sent in writing a final response and/or further clarifications on the final response to the Complainant.

3.10 If the Complainant fails to reply to a communication (including the Final Response) from the Company for a period greater than one (1) month, the Company will consider the Complaint as closed. In case that the Complainant will provide the Company with a valid reason for not responding to the Company's officers within the said period, the Company may reopen the relevant investigation.

4. Next Steps

4.1 If a Client is not satisfied with the Company's final decision he/she may submit the Complaint to the Office of the Arbiter for Financial Service and seek mediation for further resolution. Contact details are provided below:

Office of the Arbiter for Financial Services, First Floor, St Calcedonius Square, Floriana FRN1530 Malta, Contact numbers: 80072366 / +356 21249245

Further information about the procedures for communicating with the Office of the Arbiter for Financial Services, can be found at <https://financialarbiter.org.mt/>.

4.3 When complaining, the Complainant should, at all times use the unique Complaint number that will be provided by the Company.

4. Reporting and Record keeping

All decisions related to the Complaints shall be communicated to the Complainants in writing and copies shall be retained by the Company. All the documentation and/or information related to the Complaint shall be maintained for a period of at least five (5) years calculated after the execution of the Complaint and/or termination of the business relationship with the Complainant.

The above period might be extended when and if requested by the MFSA or the Arbiter for Financial Services. For this scope, please refer to the Company's Privacy Policy.