



# IGM FX

[www.igmfx.com](http://www.igmfx.com)

## COMPLAINTS HANDLING PROCEDURE

last updated

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version 0.4

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[info@igmfx.com](mailto:info@igmfx.com)

**Scope.**

IGM Forex Ltd (hereinafter, the “Company”), has adopted this Complaints Handling Procedure Policy (hereinafter the “Policy”) in order to ensure a fair and quick process for handling complaints that may arise from the relationship between the Company and its Clients. The Company is authorized and regulated by the Cyprus Securities and Exchange Commission (hereinafter the “CySEC”) as a Cyprus Investment Firm with License Number 309/16. IGM Forex Ltd is registered in Cyprus under the Companies Law, with registration number: HE 346738 and Business Address at 1 Agias Zonis, No. 504, Block B, 5th Floor, Nikolaou Pentadromos Center Building, 3026 Limassol, Cyprus.

**Submitting Official Complaints.**

1. In order to submit an official complaint to the Company, the Client is kindly requested to send an email to: [complaints@igmfx.com](mailto:complaints@igmfx.com).
2. A complaint must include:
  - Client’s full name and surname
  - Client’s Account Number
  - Client’s affected transaction number(s)
  - The date and time of the event(s)
  - Summary of the complaint
3. Complaints must be sent from the registered email of the client.

**Acknowledge of the Complaint.**

The Company acknowledges receipt of the complaint within **five (5) days** from the submission and provide the client with the unique reference number of the complaint. The unique reference number should be used in all future contacts with the Company, the Financial Ombudsman and/or CySEC regarding the specific complaint.

**Handling of the Complaint.**

Upon receipt of the complaint, the Company will review it carefully, gather and investigate all relevant circumstances surrounding the complaint and try to resolve it without undue delay.

The Company shall make every effort to investigate the complaint and provide the client with the outcome of the investigation within **two (2) months** from the submission date. During the investigation process the Company will keep the client updated of the handling process of the complaint. One of Company’s officers may contact the client during the investigation directly (including communication by email or phone) in order to obtain, where needed, further clarifications and information relating to the complaint. The Company requires the full cooperation of the client in order to expedite the investigation and possible resolution of the complaint. In the event that the complaint requires further investigation, and the Company cannot resolve it within two (2) months, a holding response will be issued 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, the Company shall provide the client with the outcome of the investigation no later than one **(1) month** from the issuing of the holding response, depending on the complexity of the case and client’s cooperation.

Please note that the Company shall consider the complaint as closed and cease the relevant investigation in case the client fails to respond to the Company's officers within the period of **three (3) months** from the date of the submission of the complaint.

Once the investigation is completed the Company will inform the client together with an explanation of the Company's position and any remedy measures the Company intends to take (if applicable).

**A. Contact Details of the Financial Ombudsman of the Republic of Cyprus:**

If the client is not satisfied with the Company's final decision he/she may submit a complaint to the Financial Ombudsman of the Republic of Cyprus and seek mediation for possible compensation. It is important that you contact the Financial Ombudsman of the Republic of Cyprus within **four (4) months** of receiving a final response from the Company otherwise the Financial Ombudsman of the Republic of Cyprus may not be able to deal with the complaint. In the unlikely event that the Company is unable to provide the client with a final response within the **three (3) month** time period specified above, the client **may again** contact the office of the Financial Ombudsman of the Republic of Cyprus no later than **four (4) months** after the date when the Company ought to have provided the client with the final decision.

Website: <https://www.financialombudsman.gov.cy>

Email: [complaints@financialombudsman.gov.cy](mailto:complaints@financialombudsman.gov.cy)

Postal Address: P.O. BOX: 25735, 1311 Nicosia, Cyprus

Telephone: +357 22 84 8900

Fax: +357 22 66 0584, +357 22 66 0118

**B. Contact Details of the Cyprus Securities and Exchange Commission:**

The client may file the complaint with the Cyprus Securities and Exchange Commission, however, please note that the Cyprus Securities and Exchange Commission does not have restitution powers and therefore does not investigate individual complaints. It is understood that client's right to take legal action remains unaffected by the existence or use of any complaint's procedures referred to above.

Website: <https://www.cysec.gov.cy>

General email: [info@cysec.gov.cy](mailto:info@cysec.gov.cy)

Postal Address: P.O. BOX 24996, 1306 Nicosia, Cyprus

Telephone: +357 22 50 6600



Address

**1 Agias Zonis, No. 504, Block B, 5<sup>th</sup>  
Floor, Nikolaou Pentadromos Center  
Building, 3026 Limassol, Cyprus**

Contact

**+357 25 252 371**

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