



Complaints Handling Procedure

Introduction

AUSPRIME is the tradename of AC Markets (Europe) Limited (hereinafter "the Company", "We", "Our", "Us"), which is which is registered with the Register of Companies and Official Receiver in Cyprus under registration number HE 348274 as a Cyprus Investment Firm (CIF) and licensed by the Cyprus Securities and Exchange Commission (CySEC) under license number 350/17 in accordance with the Markets in Financial Instruments Directive (MiFID II).

The Company operates under the Provision of Investment Services, the Exercise of Investment Activities, the Operation of Regulated Markets and Other Related Matters Law of 2017, Law 87 (I)/ 2017, as amended from time to time.

Objective

If you are dissatisfied with our services, or if you have a query regarding your account or activity with us, you may contact the support department via Email or telephone. The Company is committed to promptly and efficiently handle all client's complaints or grievances. Therefore, minimize the potential risk of damage to the company's reputation and reduce the risk of litigation by handling complaints from our customers or potential clients in a timely, effective and consistent manner.

The purpose of this complain handling policy is to recognize and protect the customer's rights, which include the right to comment and complain, to be provided with an efficient, fair and accessible mechanism for resolving customers complains and to have access to information concerning the complaints handling process.

Official Complaints

The Compliance Officer of the Company is responsible for the application and reviewing of this policy on a regular basis and to ensure that it continues to comply with industry laws, regulations, guidelines and best practices. The Compliance Officer of the firm is also responsible to communicate this firm's policy to all employees, officers, directors, representatives and advisors of the firm.

All formal complaints will be handled by the Compliance department and any action taken shall be in accordance with the procedures described below.

How to make a formal complaint

Clients who wish to file a formal complaint must do so by completing a complaint form that can be found as Appendix 1 of this Policy. Once completed, it should be sent by e-

mail to compliance@ausprime.eu to the compliance department, along with any relevant documents.

Upon receipt of a complaint we gather and investigate all relevant evidence and information regarding the complaint. The following information and documentations should, whenever possible, in order to ensure that the complaint is expedited in the most efficient and fair manner: (a) Account ID, (b) Date the problem first occurred, (c) Short summary of the complaint; (d) Attach any documentation or other material that may assist in the resolution of the complaint.

Complaints communicated to the compliance department must be received from the registered email of the client or the client's appointed representatives as soon as possible after the subject matter of the complaint arose.

Procedure to be followed when a formal complaint or grievance is received

The complaint shall not include offensive language directed either to the Company or an employee. The Customer Support has the right to contact directly the complainant for further clarifications in relation to the complaint.

The Company will investigate the complaint and a response to the complainant will be send within two (2) months. In the event the Company is unable to respond within the time period mentioned above, the Complainant will be notified accordingly. In any case the period cannot exceed three (3) months from the date of submission of the complaint.

In its final decision, the Company will provide the Complainant with the results along with a brief explanation of the reasons that lead to the decision.

In the event the complainant is not satisfied he/she has the right to refer it to the Financial Ombudsman. The Financial Ombudsman is an independent service for resolving disputes between CIF's and their clients.

Information regarding this can be found below:



Address: 13 Lord Byron Avenue, 1096 NICOSIA

Telephone: 22848900

Fax: 22660584, 22660118

E-mail:

- Complaints: complaints@financialombudsman.gov.cy
- Financial Ombudsman: fin.ombudsman@financialombudsman.gov.cy
- Website: www.financialombudsman.gov.cy

In the event the complainant is not satisfied the last option is to refer the complaint to the Court in the Republic of Cyprus.

Record-keeping of complaints or grievances received

The Company shall maintain effective and transparent procedures for the prompt handling of complaints or grievances received from clients. The Company shall keep a record of each complaint or grievance as well as the measures taken for the complaint's/grievance's resolution. All complaints or grievances shall be kept by the Company for a minimum period of five years. Records of all complaints will be retained in our complaints log Systems, for confidentially, monitoring and evaluation purpose. Access to the complains records will be restricted to authorized staff only.

Appendices: Complaint Form

No. of the Form:	
Client's Name:	
Account ID:	
Address:	
Email:	

Description:	
Date:	Signature:
Please enclose any evidence and relevant documentation. Submit the form to compliance@ausprime.eu or at 1st floor, no.2, Georgiou Neophytou Avenue, 4006, Mesa Geitonia, Limassol, Cyprus	
Internal Use Only:	
Employee handling the complaint:	
Position:	
Date of Receipt:	Date of response:
Result and Date of final resolution:	

