



**BLACKWELL  
GLOBAL**

**BLACKWELL GLOBAL INVESTMENTS (CYPRUS)  
LIMITED**

# **Complaints Handling Form**

**May, 2016  
Version 3**

## **COMPLAINTS HANDLING PROCEDURE**

**BLACKWELL GLOBAL INVESTMENTS (CYPRUS) LIMITED** (the “Company”) is a Company incorporated in Cyprus, authorised and regulated by the Cyprus Securities and Exchange Commission (“CySec”) under license number 159/11, having its registered office at 10-12 Emmanuel Rhoides Street, Ayia Zoni District, CY 3031, Limassol.

The Company is committed to handle promptly and efficiently all Clients’ complaints or grievances.

### **1. Definitions**

“Complainant” means any person, natural or legal, which is eligible for lodging a complaint to the Company and who has already lodged a complaint..

“Complaint” means a statement of dissatisfaction addressed to the Company by a complainant relating to the provision of investment services.

### **2. Submission of a Complaint**

Clients may submit their complaints or grievances in writing, using the “Complaint Form” or by email. A complaint may be submitted to the Company by the following means:

- To the Compliance Department through email at [complaints@blackwelltrader.com](mailto:complaints@blackwelltrader.com) or
- To the responsible Business Development Manager/ Account Manager or
- To the Customer Service Department through LiveChat or email at [cs@blackwelltrader.com](mailto:cs@blackwelltrader.com))

The Compliance Department is responsible for collecting, assessing and handling Clients’ complaints.

The Client shall include the following information in their complaint:

- Full name (first name and last name)
- Identification number (passport/ ID/ drivers licence)
- Trading account number and/ or
- Introducing Broker account number
- Complainant’s email
- Complainant country
- Complaint Description

### **3. Handling of Complaints**

The Company will register the complaint as quickly as possible into an internal register, giving it a unique number. As soon as the complaint is logged, the complainant will be informed of the receipt of his inquiry and the unique reference number will to be communicated to him/her. The Complainant is required to use the unique reference number provided to him/her, in all future contact with the Company, the Financial Ombudsman and/or the CySEC regarding the specific complaint.

The Company must confirm to the Complainant receipt of the complaint within 5 (five) business days. The Company investigates the complaint and, within 2 (two) months from receipt,

communicates the outcome/ decision of the investigation to the Complainant. During the process of investigation, the Complainant is kept informed on the process of handling the complaint.

In the event that the Company is unable to respond within two months, it informs the Complainant of the reasons for the delay and indicates the period of time within which it is possible to complete the investigation. This period of time cannot exceed three months from the submission of the complaint.

If the complaint involves the Compliance Department then it is handled by the General Manager.

For more information please contact our Company using the details below:

**BLACKWELL GLOBAL INVESTMENTS (CYPRUS) LIMITED**  
**10-12 Emmanuel Rhoides Street**  
**Ayia Zoni District, CY 3031**  
**Limassol, Cyprus**  
**Tel.: + 357 25 001 300**  
**Fax: +357 25 366 722**

**Email (complaints): [complaints@blackwelltrader.com](mailto:complaints@blackwelltrader.com)**

**Email (general): [info@blackwelltrader.com](mailto:info@blackwelltrader.com)**

**Email (Compliance Dept.): [compliance@blackwelltrader.com](mailto:compliance@blackwelltrader.com)**

**Email (Customer Support): [cs@blackwelltrader.com](mailto:cs@blackwelltrader.com)**

**Web: [www.blackwelltrader.com](http://www.blackwelltrader.com)**

**COMPLAINTS HANDLING FORM**

<b>Client details</b>				
First Name:		Last Name:		
Identification number:				
Legal Entity Name (if applicable):				
Company Registration Number (if applicable):				
Trading Account Number:				
IB Account Number:				
Address:				
Post Code:		City:		Country:
Telephone Numbers:	Home:	Work:	Mobile:	Fax:
Email:				
Amount disputed (if applicable):				
<b>Brief Summary of the Complaint</b>				
Description of product or service and/or department and/or employee you are complaining about (description, evidence, magnitude of damage and suggested way to be solved):				
<b>Please enclose any other relevant documentation that may help us to handle the complaint.</b>				
Signature:			Date:	