

# COMPLAINTS HANDLING POLICY



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Athlos Capital Investment Services Ltd (Reg. No HE 362228) – Regulated by the Cyprus Securities and Exchange Commission (CySEC), License No. 348/17

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**Complaints Handling Policy**

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<b>Policy Owner:</b>	Athlos Capital Investment Services Ltd
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<b>Created on:</b>	December 2017
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<b>Review date</b>	<b>Reviewed conducted by</b>	<b>Comments and suggestions for amendments</b>	<b>Amendments Approved and adopted by the Board of Directors</b>
<b>20/12/2017 (V.01/2017/12)</b>	Compliance Function	Development of the first draft of the Complaints Handling Policy	16/01/2018
<b>28/02/2018 (V.01/2018/02)</b>	Compliance Function	Updated in order to be uploaded on the website	04/09/2018
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## 1. Introduction

- 1.1. Athlos Capital Investment Services Ltd is incorporated under the laws of the Republic of Cyprus with Registration Number HE 362228 under the Department of Registrar of Companies and Official Receiver ([www.mcit.gov.cy](http://www.mcit.gov.cy)) (hereinafter the "Company"). The Company is authorised and regulated by the Cyprus Securities and Exchange Commission (CySEC) to act as a Cypriot Investment Firm (CIF) with License Number 348/17 and to provide the Investment Services and Activities under Part I of the First Appendix of Law 87(I)/2017 which provides for the provision of investment services, the exercise of investment activities, the operation of regulated markets and other related matters (herein the "Law").
- 1.2. The Company in its capacity to act as a CIF and in accordance with the provisions of the Law and the applicable regulations is required to maintain and disclose to its Clients the complaints resolution process followed by the Company upon the receipt of a complaint.

## 2. Scope of the Complaints Handling Policy

- 2.1. The Complaints Handling Policy (herein the "**Policy**") applies to complaints received from the Company's Clients in respect to one or more of the Investment Services and Activities which the Company is authorised to provide.

## 3. Purpose

- 3.1. The purpose of the Policy is to outline the complaints resolution process and procedure followed by the Company and to ensure that any complaints received by any of the Company's Clients are dealt with and resolved in a fair and timely manner.
- 3.2. The Company shall treat all complaints with confidentiality and shall take all reasonable steps to investigate and respond promptly to any complaints. The Company shall use its best endeavours to provide the best service to its Clients.

## 4. Definition of a 'complaint'



- 4.1. A complaint is defined as an expression of dissatisfaction addressed to the Company by a Client relating to the provision of any of the investment service and activities which the Company is authorised to provide and perform.
- 4.2. A complainant is any natural or legal person who is presumed to be eligible to have a complaint against the Company with respect to the provision of the investment services and activities and/or has already lodged a complaint.
- 4.3. A complaint received by a Client must include the following:
  - (a) The Client's name and surname;
  - (b) The Client's trading account number;
  - (c) The affected transaction numbers, if applicable;
  - (d) The date that the issue arose and a description of the issue.
- 4.4. The complaint must not include any offensive language directed either to the Company or an employee.

## **5. Procedure**

- 5.1. All complaints must be in writing and must contain the information detailed in paragraph 4.3 of the Policy. A complainant may submit a complaint against the Company in any of the following forms:
  - (a) By electronic mail at [compliance@athloscapital.com](mailto:compliance@athloscapital.com);
  - (b) By post at the registered address of the Company, 4 Menandrou Str., 1066 Nicosia, Cyprus.
- 5.2. A complainant may address a complaint directly to a member of staff which the Client is dealing with; the Client must ensure the complaint contains the information detailed in paragraph 4.3 of the Policy.
- 5.3. Upon receiving a complaint, the Compliance Officer will proceed with registering the complaint directly in the Complaints Register maintained by the Company, giving it a unique reference number.
- 5.4. The unique reference number will be consisted of ten digits whereby:



- (a) The first two digits are the code of the Company regarding the Transaction Reporting System;
  - (b) The following four digits define the year; and
  - (c) The last four digits denote the number of each complaint serial number.
- 5.5. The Compliance Officer will then provide the complainant with a written acknowledgement of the complaint within 5 (five) business days. The acknowledgement will include a unique reference number, which shall correspond solely to the complainant's complaint and it must be used throughout the correspondence with the Company and if applicable the Financial Ombudsman and/or CySEC regarding the specific complaint.
- 5.6. The Compliance Officer shall investigate the complaint and the details presented by the complainant thereof and shall reply to the complainant within 2 (months) from the date of reception of the complaint. During the investigation, the Compliance Officer will inform the complainant of the handling process of his complaint.
- 5.7. Upon the completion of the investigation conducted by the Compliance Officer with respect to a complaint, the Compliance Officer shall send a written response to the complainant informing him of the following:
- (a) The outcome of the investigation along with the reasons for reach such a decision; or
  - (b) If applicable, the nature and terms of any offer and/or settlement.
- 5.8. If the Compliance Officer is unable to conclude its investigation and/or respond to the complainant within 2 (two) months from the date of receipt of the complaint, the Compliance Officer shall send a written notice to the complainant, informing him of the reasons for the delay and indicating the period of time within it is possible to complete its investigation. It is noted that the period of time cannot exceed 3 (three) months from the submission of the complaint to CySEC.



- 5.9. The Client reserves the right to take any legal action; such a right remains unaffected by the existence and/or use of any complaints procedure referred to above.
- 5.10. If the complainant is not fully satisfied with the Compliance Officer's response on the matter he may refer his complaint, along with the unique reference number and a copy of the Compliance Officer's final response to CySEC and if necessary to the Financial Ombudsman, within a period of 6 (six) months for further investigation.
- 5.11. In the case of a complaint being resolved in favour of the Client, the Company shall promptly ensure for the full and appropriate level of redress to be offered to the Client without any delay.

## **6. Submission of information to CySEC**

- 6.1. The Compliance Officer of the Company shall be responsible for providing information regarding the complaints received by the Company to CySEC on a monthly basis, irrespective of whether the Company has received any complaints in a given month.

## **7. Record Keeping**

- 7.1. The Company is required to establish, maintain and update the Complaints Register with details of all the complaints received per month for a period of 5 (five) years. The following information is recorded in the Complaints Register:
- (a) Date of the complaint;
  - (b) Personal account number;
  - (c) Identification number of the complainant;
  - (d) The unique reference number of the complaint (which it has communicated to the complainant);
  - (e) Complaint cause;
  - (f) The Financial Instrument;



- (g) The disputed amount;
- (h) The settlement date, if applicable, and
- (i) Any comments thereof.

## **8. Contact Details**

8.1. CySEC: [www.cysec.gov.cy](http://www.cysec.gov.cy)

8.2. Financial Ombudsman: [www.financialombudsman.gov.cy](http://www.financialombudsman.gov.cy)