



ALVAFORCE
WEALTH FINTECH

COMPLAINTS
POLICY

complainant explaining the findings of the investigation. Where a holding response is warranted, the Company shall state the reasons why it has not been able to resolve the complaint and provide an indication of the time needed to resolve the issue.

When an answer cannot be provided within the expected time limits, the Company will inform the complainant about the causes of the delay and indicate when the Company's investigation is likely to be completed.

If after 8 weeks of receiving the complaint the Company is still not in a position to resolve the issue then the Compliance Officer will notify you in writing stating the reasons for the delay and indicate an estimated time to resolve the issue.

The Company will endeavor to resolve all complaints within 3 months.

In case the final decision does not satisfy the complainant's demands, the latter may maintain the complaint through the Financial Supervisory Commission.

All complaints shall be treated confidentially.

The Company will endeavor to ensure all Communication is in plain language which is clearly understood.

5. Reporting and Record Keeping

All decisions related to complaints shall be communicated to complainants in writing and copies shall be retained by the Compliance Department

6. Complaints Register

The Company stores all complaints it receives on an internal archive, as quickly as possible, and in an appropriate manner.

The Company is required to provide to the FSC information regarding the complaints it receives via an electronic form to the Commission on a monthly basis.

7. FAQs

Questions regarding this Procedure should be addressed, in the first instance, to the Customer Support Department.

8. AMENDMENTS

The Company analyses, on an on-going basis, complaints handling data , to ensure that they identify and address any recurring or systemic problems, and potential legal and operational risks, for example by: (a) Analysing the causes of individual complaints so as to identify root causes common to types of complaints,

(b) Considering whether such root causes also affect other processes or financial means, including those not directly complained of; and

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Before undertaking any such transactions, you should ensure that you fully understand the risks involved and seek independent advice if necessary

(c) Correcting, where reasonable to do so, such root causes.

9. Complaint Forms

Appendix 1

Name	
Surname	
Email	
Account	
Date/Time of the disputed situation (in EET, MetaTrader server time)	
Number of all contested positions and/or pending orders	
Brief description of disputed situation	

Type: Trading

Clause(s) in the current Order Execution Policy which, in the complainant's opinion, have been breached

How you feel this dispute could be settled

Please accompany this form with a screenshot of your Trading Terminal if you feel it would further support your claim.

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Appendix 2

Type: Non-Trading Operations

Name	<input type="text"/>
Surname	<input type="text"/>
Email	<input type="text"/>
Account	<input type="text"/>
Date/Time of the disputed situation (in EET, MetaTrader server time)	<input type="text"/>

Brief description of disputed situation

Clause(s) in the Regulations on Non-Trading Operations which in the complainants opinion, have been breached.

How you feel this dispute could be settled

Please accompany this form with a screenshot of your Trading Terminal if you feel it would further support your claim.

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