

**Western Group Inc.**

## COMPLAINTS HANDLING PROCEDURE



## **1. Introduction**

1.1 Western group Inc. (hereinafter referred to as the 'Company') is an international business firm that operates as a global broker.

## **2. Interpretation of Terms**

2.1 Unless indicated to the contrary, the terms included in this Procedure shall have the meaning given herein. Words importing the singular shall import the plural and vice versa. Words importing the masculine shall import the feminine and vice versa.

## **3. Scope of the Complaint Handling Procedure**

3.1 The Procedure sets out the method for the submission of complaints with the Company from its Clients and the processes employed by the Company when dealing with such complaints.

## **4. Definition of a Complaint**

4.1 A complaint is an expression of dissatisfaction by a Client regarding the provision of investment and/ or ancillary services provided to him by the Company.

4.2 A complaint received by a Client shall include:

- 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
- e. a description of the issue.

4.3 A complaint must not include offensive language directed either to the Company or a Company employee.

4.4 The Company may, at its discretion refuse to handle a complaint if the requirements contained in paragraphs 4.2 and 4.3, above are not fulfilled.

## **5. Procedure**

5.1 All complaints must be in writing and shall be addressed, in the first instance to either the Customer Support Department of the Company via email at support@westernfx.com (for any issues other than trading issues) or the General information department reachable at info@westernfx.com for any trading issues. If the client receives a response from the Customer Support or General information Department but deems that the complaint needs to be raised further the client may either ask the Customer Support or General information Department to escalate it to the Compliance Department which will independently and impartially investigate it.

5.2 The Company will not be able to handle or investigate a complaint, if the requirements included in paragraphs 4.2 and 4.3 above are not fulfilled. In such an event the Company shall revert back to the Client and request him to send any additional information. In any event, one of the Company's officers may contact the Client directly in order to obtain further clarifications and information relating to his complaint. The Company shall need the Client's cooperation in order to handle the complaint.

5.3 The Company shall thoroughly examine all complaints as required (taking into account any information contained within the books and records of the Company, including but not limited to the Client's trading account history) without undue delay.

5.4 The Company will reach a fair outcome.

5.5 The Company shall send its initial response to the Client within 7 business days from the actual receipt of the complaint. If the complaint requires further investigation and it cannot be resolve it within 7 business days, it will issue a holding response in writing or in other durable medium. When a holding response is sent, it will indicate when the Company will make further contact and inform the Client on the investigation progress.

5.6 When the Company reaches an outcome it will inform the Client of it together with any required explanations and any remedy measures it intends to take.

## **6. Principles of the Procedure**

6.1 All complaints shall be treated confidentially.

6.2 The Company shall deal with Client's complaints without undue delay.

6.3 The company will resolve all complaints in a fair manner

## **7. Questions**

7.1 Questions regarding this procedure should be sent to the Customer Support Department

## **8. Contacts**

8.1 Customer Support Department: support@westernfx.com

8.2 General Query: info@westernfx.com