

Complaints

Handling Procedure

1.0 The Company

1.0 XProGlobal (hereinafter referred to as the “**Company**”), has adopted this **Complaints Handling Procedure** in order to ensure a fair and quick process for handling complaints that may arise from the business relationship between the Company and the Client.

2.0 Submitting a Complaint

2.1 In order to submit a Complaint to the Company, the Client shall complete the **Complaint Form** (hereinafter referred to as the “**Form**”) of the Company, which can be found on the Company’s website under “Legal Documents”.

2.2 Once the Client has successfully completed their complaint, the Form shall be sent to complaints@XProGlobal.com , through the Client’s registered email address. The Compliance Department shall handle and investigate the Client’s complaint.

2.3 The procedure described on clauses 2.1 and 2.3, is the Company’s official complaints handling procedure and as such, the Company may not accept and/or not investigate any complaints received through any other methods.

3.0 Acknowledgement of the Client’s Complaint

3.1 The Company will acknowledge receipt of the Client’s complaint within **5 (five) business days** from receipt of the said complaint.

4.0 Handling of the Client’s Complaint

4.1 Once the Company acknowledges receipt of the Client’s complaint, the Company’s Compliance Department will investigate the circumstances surrounding the Client’s complaint and will try to resolve it without undue delay.

4.2 The Company shall make every effort to investigate the Client’s complaint and provide the Client with the outcome of the investigation within **2 (two) months** from the date the complaint was submitted.

4.3 The Company will keep the Client updated of the handling process of the complaint. One of the Company’s officers may contact the Client directly (including communication by email or phone) in order to obtain, where needed, further clarifications and information relating to the Client’s complaint.

4.4 The Company will require the Client's full co-operation in order to expedite the investigation and possible resolution of the Client's complaint.

4.5 In the event that the complaint requires further investigation, and the Company cannot resolve it within 2 (two) months, the Company will issue a holding response in writing or another durable medium. When a holding response is sent, it will indicate the causes of the delay and when the Company's investigation is likely to be completed.

4.6 In any event, the Company shall provide you with the outcome of the investigation no later than 1 (one) month from the issuing of the holding response, depending on the complexity of the complaint and the Client's co-operation.

4.7 In case the Client fails to respond to the Company's officers within the period of 3 (three) months from the date of submission of the complaint, the Company reserves the right to consider your complaint as closed and cease the relevant investigation.

5.0 Final Decision

5.1 Once the Company reaches a decision, the Company will inform the Client of the outcome and any remedial measures the Company intends to take, if applicable.