

# COMPLAINTS PROCEDURE FOR CLIENTS



We, Growell Capital Limited, have adopted this Complaints Procedure in order to ensure a fair and quick process for handling complaints that may arise from our relationship.

### ▶ **Submitting your Complaint**

You may submit your complaint in writing and address it to the Compliance Officer of Growell Capital Limited who is authorized to handle and investigate complaints that may be submitted to him from our Clients.

You may submit your complaint in three ways:

1. By sending your complaint by post to the following address:  
17 Spyrou Kyprianou Ave.  
MBC Business Center, 3rd floor  
4001 Limassol, Cyprus
2. By sending it via e-mail at the following email addresses: info@fxgrow.com
3. By sending it via fax at +357 25729930

### ▶ **Handling of your Complaint**

Once we receive your complaint we will review it carefully and will try to resolve it without undue delay. One of our officers may contact you directly in order to obtain further clarifications and information relating to your complaint. We shall need your cooperation in order to handle your complaint. We shall try to reply within one (1) calendar day from the receipt of your complaint. If the complaint requires further investigation and we cannot resolve it within one (1) calendar day, we will issue a holding response in writing or other durable medium. When a holding response is sent, it will indicate when we will make further contact and inform you on the investigation progress.

When we reach an outcome we will inform you of it together with any required explanations and any remedy measures we intend to take.

It is understood that your right to take legal action remains unaffected by the existence or use of any complaints procedures referred to above. In addition, you may be entitled to take your complaint to the Financial Ombudsman service of Cyprus.

#### Risk Warning

*Trading leveraged products such as Forex, CFDs and binary options, involves substantial risk of loss and may not be suitable for all investors, since leverage can work both to your advantage and disadvantage. As a result, trading such products is risky and you may lose all of your invested capital. Therefore, you should not risk more than you are prepared to lose. Before deciding to trade, you need to ensure that you understand the risks involved taking into account your investment objectives and level of experience. Seek independent advice, if necessary. Please read FxGrow's full Risk Disclosure Statement.*

