

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 Head of The Administration/Back Office Department of Growell Capital Limited who is authorized to handle and investigate complaints.

You may submit your complaint in three ways:

1. By sending your complaint by post to the following address:
Arc. Makariou C 59 Steratzias
Court Block A, Office 14 4003
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.

FxGrow is a brand name of Growell Capital, which is authorized and regulated by the Cyprus Securities and Exchange Commission (CySEC) with (CIF) license no. 214/13.

Risk warning

Trading leveraged products such as Forex and CFDs carries a considerable level of risk, as such it may not be suitable for all investors. Whilst leverage enables traders to magnify their profits on successful trades, it also magnifies losses on unsuccessful trades; meaning that it is possible to sustain significant losses, perhaps even the entire sum of your invested capital. As such, we urge all clients to adopt a prudent risk management strategy in accordance with their investment goals and level of trading experience. Please ensure you read our Risk Disclosure, Terms and Conditions and Trading Rules in full.

