



## COMPLAINTS HANDLING POLICY

### A. GENERAL

JFD Group Ltd (herein “the Company” or “JFD”) maintains effective and transparent procedures for the reasonable and prompt handling of concerns and/or queries and/or issues and/or complaints received from retail or professional clients and keeps a record of each complaint or concern and the measures taken for its resolution.

The Company's aim is to provide a high level of service to all of its clients at all times. JFD appreciates that from time to time things can go wrong or there can be misunderstandings, however the Company is committed to deal with concerns and complaints positively and supportively in line with CySEC complaints handling procedures and legislative requirements.

### B. CONCERNS/QUERIES

Concern/Query: Any request from a client seeking information, providing feedback, and/or requesting clarification about any activity or service provided by JFD.

If you are dissatisfied with the service provided by JFD, or if you have a query or concern regarding your account or activity with the Company, please contact our Customer Support as soon as possible by phone at +357 25878530, Live chat or email to [support@jfdbank.com](mailto:support@jfdbank.com).

Clients' concerns are initially handled by the Customer Support Department which it determines whether the concern can be resolved immediately or if it will require further investigation. The Company will carry out an impartial review of the issue with a view to understand what did or did not happen and assess whether JFD has acted fairly within its rights and have met its contractual and other obligations. The Customer Support Department should make all best efforts to ensure that in case the concern/query is being of such a nature that can be resolved immediately (within 5 business days), to do so that the client will be satisfied and will not have to pursue the filling of a formal complaint.

If the client is not satisfied with the response to the concern received, then the client may raise this further with the Compliance department following the process indicated in the section below.

### C. OFFICIAL WRITTEN COMPLAINT

Complaint: Any oral or written expression of dissatisfaction that relates to the provision of or failure to provide, a product or service or a redress determination which alleges that the complainant has suffered financial loss, material distress or material inconvenience.

A complaint will be recorded as an official written complaint by the Company and will be handled as such only if it is duly submitted with all the required information as described below.

Without prejudice to the generality of the above, the Company shall treat each case separately on a case-by-case basis and categorize the matter as complaint as long as adequate particulars of conduct being alleged against the Company can be identified.

The clients willing to submit a complaint are advised to send their complaint to the Company via email to [complaints@jfdbank.com](mailto:complaints@jfdbank.com).

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#### ADDRESS

JFD Group Ltd.  
Kakos Premier Tower  
Kyrillou Loukareos 70  
4156 Limassol, Cyprus

#### TELEPHONE & FAX

+357 25878530  
+357 25763540

#### WEB

[support@jfdbank.com](mailto:support@jfdbank.com)  
[www.jfdbank.com](http://www.jfdbank.com)



A complaint must include amongst other the client's name, surname and account number, date and time that the issue arose and a precise description of the issue.

Upon receiving the complaint, the Company must register the complaint directly to an internal register, giving it a unique reference number. The employee receiving the complaint confirms within 5 days the receiving of the complaint and communicates to the client the unique reference number of his complaint to use for all future contact with the Company, the Financial Ombudsman or CySEC.

The following details should be obtained and recorded:

- The events leading to the complaint should be examined and assessed based on the information provided by the client.
- The identification particulars of any client having made a complaint.
- The service provided by the Company and related to the complaint.
- The employee responsible for the provision of those services.
- The department where the employee belongs.
- Date of receipt and registration of complaint.
- Content of the complaint.
- The magnitude of the damage claimed by the client.
- Reference of any correspondent exchanged between the Company and the client.

Upon completion of the investigation, a response is prepared by the Compliance Department, brought to Senior Management's attention and Senior Management gives the final approval for the formal response to the client and the actions and measures to be taken.

The Company shall provide a response to the complainant within two months from the date the complaint was received. If the Company is unable to respond within two months, it informs the complainant of the reasons for the delay and indicates when the Company's investigation is likely to be completed. If needed, during the investigation of the complaint, the Company informs the Complainant of the handling process of his complaint. According to applicable regulatory obligations, the Company has an additional month to resolve a Complaint, if it is unable to resolve a Complaint within two (2) months(i.e. a Final Response should be issued within maximum three (3) months from the day of the Complaint).

#### D. NEXT STEPS

In addition, if the Client remains dissatisfied with the final response of the Company or in case of no final response within the three (3) months' time-frame, the Client is entitled to take his complaint to the Financial Ombudsman of Cyprus or alternatively submit his complaint to CySEC.

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#### E. RECORD KEEPING OF COMPLAINTS

The Company shall maintain all complaints for a minimum period of seven years after the execution of the complaint and/or termination of the business relationship with the Client. The responsible departments shall be the Compliance Department and the Customer Support Department.

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