

# **XS**Markets

## **COMPLAINTS HANDLING POLICY**

**January 2023 – Version 1.3**



We, XS Markets Ltd (previously Rockfrost Limited) (the “Company”), have adopted this Complaints procedure to be followed and the appropriate action required to be taken by the Company in the case of a complaint by any client to ensure the Company’s compliance with the Law 87(I)/2017 and applicable CySEC directives, and operating conditions of the Cyprus Investment Firms.

### **Definitions**

“**Complainant**” means any person, natural or legal, which is eligible for lodging a complaint to the Company and who has already lodged a complaint.

“**Complaint**” means a statement of dissatisfaction addressed to the Company by a complainant relating to the provision of investment services.

The Company established, implemented and maintains effective and transparent procedures for the reasonable and prompt handling of complaints or grievances received from clients or potential clients, and to keep a record of each complaint or grievance and the measures taken for the complaint’s resolution.

Specifically, the Company:

Applies a Complaints Handling Policy, which is defined and endorsed by the Senior Management and the Board of Directors, who is responsible for its implementation and for monitoring the Company’s compliance with it.

Ensures that it has a complaints handling function, which enables complaints to be investigated fairly and possible conflicts of interest to be identified and mitigated.

### **Submitting your Complaint**

Please use the relevant Complaints Form attached herein and submit it in any of the following ways:

By sending by post or delivering in person the attached Complaints Form at the following address:  
247, Franklinou Rousvelt, Block B, 1<sup>st</sup> floor 1B, 3046, Limassol, Cyprus

By submitting the Complaints Form electronically at the following email address:  
[complaints@xsmarkets.com](mailto:complaints@xsmarkets.com).

Once you successfully complete and submit your complaint, the Compliance Department of the Company shall handle and investigate your complaint.

### **1. Acknowledging your Complaint**

We will acknowledge receipt of your complaint within five (5) days from the receipt of your complaint and provide you the unique reference number of your complaint. The unique reference number should be used in all your future contact with the Company, the Financial Ombudsman and/or CySEC regarding the specific complaint.



## **2. Handling of your Complaint**

Once we acknowledge receipt of your complaint we will review it carefully, investigate the circumstances surrounding your complaint and will try to resolve it without undue delay. One of our officers may contact you directly (including communication by email or phone) 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 make every effort to investigate your complaint and provide you with the outcome of our investigation within two (2) months from the date you have submitted your complaint to us. During the investigation process will keep you updated of the handling process of your complaint.

In the event that your complaint requires further investigation and we cannot resolve it within two (2) months, we will issue a holding response in writing or other 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. In any event, we shall provide you with the outcome of our investigation no later than one (1) month from the issuing of the holding response, depending on the complexity of the case and your cooperation. Please note that the Company shall consider your complaint as closed and cease the relevant investigation in case you fail to respond to our officers within the period of three (3) months from the date of the submission of your complaint.

## **3. Final Decision**

When we reach an outcome we will inform you of it together with an explanation of our position and any remedy measures we intend to take (if applicable).

If you are not satisfied with the Company's final decision you may submit your complaint to the Financial Ombudsman of the Republic of Cyprus and seek mediation for possible compensation. It is important that you contact the Financial Ombudsman of the Republic of Cyprus within four (4) months of receiving a final response from the Company otherwise the Financial Ombudsman of the Republic of Cyprus may not be able to deal with your complaint.

In the unlikely event that the Company was unable to provide you with a final response within the three (3) month time period specified above you may again contact the office of the Financial Ombudsman of the Republic of Cyprus no later than four (4) months after the date when we ought to have provided you with our final decision.





# XS Markets

1. Contact Details of the Financial Ombudsman of the Republic of Cyprus:

**Website:** <http://www.financialombudsman.gov.cy>

**Email:** [complaints@financialombudsman.gov.cy](mailto:complaints@financialombudsman.gov.cy)

**Postal Address:** P.O. BOX: 25735, 1311 Nicosia, Cyprus

**Telephone:** +35722848900

**Fax:** +35722660584, +3572266011

2. Contact Details of the Cyprus Securities and Exchange Commission:

**Website:** <http://www.cysec.gov.cy>

**General email:** [info@cysec.gov.cy](mailto:info@cysec.gov.cy)

**Postal Address:** P.O. BOX 24996, 1306 Nicosia, Cyprus


**Telephone:** +35722506600


**Fax:** +35722506700


You may maintain your complaint with the Cyprus Securities and Exchange Commission, however please note that the Cyprus Securities and Exchange Commission does not have restitution powers and therefore does not investigate individual complaints.

Further information as to the procedure you need to follow can be found on <https://www.cysec.gov.cy/en-GB/investor-protection/how-to-complain/>.

It is understood that your right to take legal action remains unaffected by the existence or use of any complaints procedures referred to above.

 +357 25-249600

 [info@xsmarkets.com](mailto:info@xsmarkets.com)

 [www.xsmarkets.com](http://www.xsmarkets.com)





# XS Markets

## Client Complaints Form

This is the form you need to fill in if you wish to submit your complaint to XS Markets Ltd (previously Rockfrost Limited). Complete, up-to-date as well as accurate information is required to be provided to the Company for the proper investigation and evaluation of your complaint.

Please note that the below Complaint Form is only indicative and not exhaustive. The Company may request further information and/or clarifications and/or evidence as regards your complaint.

<b>1. CLIENT DETAILS:</b>	
1.1	<b>Full Name:</b>
1.2	<b>Registered Email:</b>
1.3	<b>Trading Account Number:</b>
1.4	<p><b>Nature of Complaint: (please state full details: like date and time the incident occurred, Incident Description, Tickets of all disputable positions and/or Pending Orders department, financial loss, employee who offered services):</b></p> <p>*In case additional space is required for the description of the complaint, please use additional document as appendix to this form</p>
1.4.1	<b>Please attach together with this form any supporting evidence to your claim that will facilitate the Company's investigation of your complaint. Supporting evidence may consist of any documentation (screenshots, chats, phone records etc) relevant to the complaint.</b>
1.5	<b>Please provide below the name(s) of the contact person(s) of XS Markets Ltd (previously Rockfrost Limited) at the time of your complaint:</b>
1.5.1	<b>Contact Person:</b>
1.5.2	<b>Contact Person's Email:</b>
1.6	<b>Have you reported your complaint to any authority? *</b>
1.6.1	<b>If you answered Yes to the above, which financial authority have you contacted?</b>

Signature: .....

Date: .....

For Official Use Only	
Received on:	Assigned to:
Received by:	Signature:

: +357 25-249600

[info@xsmarkets.com](mailto:info@xsmarkets.com)

[www.xsmarkets.com](http://www.xsmarkets.com)

