



OVAL MONEY (EUROPE) LTD

Complaint Handling Policy

OCTOBER 2022

powered by 



Table of Contents

- 1. INTRODUCTION..... 2
- 2. OBJECTIVE 2
- 3. QUERY 2
- 4. COMPANY’S RESPONSIBILITIES 2
- 5. ACKNOWLEDGING YOUR COMPLAINT..... 2
- 6. HANDLING OF YOUR COMPLAINT 2
- 7. FINAL DECISION..... 3
- 8. MONITORING OF COMPLAINTS 3
- 9. RECORD KEEPING 3
- 10. REVIEW OF THE POLICY 3

1. INTRODUCTION

Oval Money (Europe) Ltd (the “Company”, “we”, “our”) is an Investment Firm incorporated and registered under the laws of the Republic of Cyprus, with registration no. HE114460, authorized and regulated by the Cyprus Securities and Exchange Commission (CySEC) under the license no. 096/08 and having its registered office at 5 Spartharikou, KSA Building, 1st Floor, Mesa Geitonia, Limassol 4004, Cyprus. Oval and OvalX are the trading names of Oval Money (Europe) Ltd.

2. OBJECTIVE

The Company has adopted the following Complaints Handling Policy (the “Policy”) to ensure a fair and expeditious process for the prompt complaint handling for existing and potential retail clients. The Company strives to provide you with the highest level of customer service by following the procedure outlined below according to the complaint procedures of CySEC .

3. QUERY

Any allegation submitted in writing, will be investigated accordingly following the Policy. If you are dissatisfied with the service provided by the Company and you want to file a formal complaint, you must complete the Complaints Form from [here](#), available in the Company’s website, and submit it to the following email address: support@ovalx.com. The Complaints Form should be accompanied with attachments of the documentation as outlined below. All formal complaints will be handled by the Compliance Department and any action taken will be in accordance with the below procedure.

For clarification purposes, the Company may not be able to accept your complaint via any other means/channels.

4. COMPANY’S RESPONSIBILITIES

The Company is required to establish, implement, and maintain effective and transparent procedures for the reasonable and prompt handling of complaints or grievances received from its clients. Upon receipt of a formal complaint we gather and investigate all the information regarding the complaint. The following information should be provided when you submit your formal complaint, to ensure that the complaint is expedited in the most efficient and fair manner: a) Name and Surname, b) Date of Birth, c) Address , d) Email address, e) Phone Number, f) Trading Account Number, g) Details of the complaint (including time and date the matter leading to the complaint occurred, those involved in the complaint etc.), and h) How would you like your complaint to be resolved.

5. ACKNOWLEDGING YOUR COMPLAINT

Upon receipt of a formal complaint, written acknowledgment will be sent to you via e-mail within five (5) business days from the date the complaint was received along with a Unique Reference Number (URN). You should use the said URN in all contact with the Company as well as with the Financial Ombudsman and/or CySEC. This acknowledgement will confirm that we are taking the necessary action needed to resolve the complaint and will also provide an approximate timescale required in order to do so, which will not surpass two (2) months. During the investigation of the complaint, the Company informs you of the handling process of your complaint.

6. 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. 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, the Company will keep you updated of the handling process of your complaint. 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 case. We will require your full cooperation in order to expedite the investigation and possible resolution 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 another durable medium. This period of time cannot exceed three (3) months from the period of submission of the complaint.

7. FINAL DECISION

If you are dissatisfied with the Company's final decision you may refer 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.

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

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

Email: complaints@financialombudsman.gov.cy

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

Telephone: +35722848900

Fax: +35722660584, +35722660118

More information regarding the complaint procedure can be also found on <https://www.cysec.gov.cy/en-GB/complaints/how-to-complain/>

Your rights to take legal action for any issue related to our Company, remain unaffected by the exercise or the use of the Company's complaints procedure.

8. MONITORING OF COMPLAINTS

As a CySEC regulated entity, we are required to keep records for all the received complaints. For this reason, we maintain an internal register of complaints where all relevant information and progress of each complaint is kept.

Please be informed that we are submitting information of all the received complaints from our clients to CySEC on a monthly basis.

9. RECORD KEEPING

All the documentation and/or information related to the Complaint shall be kept for a period of at least five (5) years, calculated on the day of the closure of the Complaint.

10. REVIEW OF THE POLICY

The Company will perform a periodical review of this Policy at least on an annual basis. The Company's Compliance Officer is responsible to keep this Policy updated, and in line with the law and regulatory requirements of the European Union and Cyprus, as well as CySEC's Directives and Circulars.