

Complaint Handling Policy

Alvexo is owned and operated by VPR Safe Financial Group Limited (hereinafter “the Company”) a Cyprus Investment Firm (CIF) supervised and regulated by the Cyprus Securities and Exchange Commission (CySEC) with CIF license number 236/14 and company registration number HE 322134, located at 1, Agias Fylaxeos street, 3025 Limassol, Cyprus.

The purpose of this Policy is to provide guidance on the manner in which the Company receives and handles complaints and to provide an efficient, fair and accessible framework to resolve customer complaints.

This Policy applies to all clients equally whether they are former, present or future clients of the Company.

Procedure

The Compliance Officer shall be responsible for handling Client complaints. If the complaints involves the Compliance Officer, the complaints shall be handled by one of the Managing Director.

Clients who wish to file a complaint may do so using any of the following options:

1. Informal Complaint through an Account Manager. Clients can contact their personal Account Managers either by phone or by email.
2. Clients may register a Formal Complaint by completing the Form available at the end of this Policy. The Form shall be sent to the Company either by email or by letter at 1, Agias Fylaxeos street, 3025 Limassol, Cyprus.

Formal Complaints received will be forwarded to the Compliance Officer within 48 hours. A receipt of acknowledgment shall be sent by the Compliance Officer to the Clients within 24 hours. The acknowledgment shall include information regarding the handling process followed by the Company and the availability to contact CySEC and a Financial Ombudsman.

Investors who consider they have disputes with the Company, for which they are claiming damages, may consider submitting their complaint to the Financial Ombudsman via the following methods;

Address: 13 Lord Byron Avenue, 1096 Nicosia

Number: 22-848900 (main number)

Fax: 22-660584, 22660118

Email:

- Complaints: complaints@financialombudsman.gov.cy
- Financial Ombudsman: fin.ombudsman@financialombudsman.gov.cy
- Website: www.financialombudsman.gov.cy



1, Agias Fylaxeos street,
3025 Limassol, Cyprus

Every effort should be made by the Compliance Office to respond and handle a complaint in no later than 4 weeks upon reception. In the case a complaint cannot be resolved within 4 weeks, an explanation shall be given to the Clients as well as an estimated time to resolve the complaint.

Clients will have 4 weeks to respond upon receiving a final response from the Compliance Office. A Complaint will be considered as resolved if no response indicating they are still dissatisfied has been received.

Record keeping of Complaints

Records of all Complaints will be stored for at least 5 years whether the Complaints have been resolved or not.

The Company is required to provide to CySEC information regarding the complaints it receives via an electronic form to the Commission on a trimonthly basis.

Alvexo is licensed and regulated by CySEC, CIF Licence Number 236/14

Complaint Form

1. Client information:

First Name:	
Last Name:	
Account number:	
Email:	
Telephone number:	

2. Complaint details:

<p>We recommend you to include the following information:</p> <ul style="list-style-type: none">• The service to which the complaint refers to.• The name of the employee responsible for the provision of the services.• Details of the complaint (ie dates, amounts, etc.)	
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Date: _____

Signature: _____