



# COMPLAINT HANDLING

PROFESSIONAL CLIENTS AND ELIGIBLE COUNTERPARTIES

SAXO

BANK

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COMPLAINT HANDLING POLICY

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## **SAXO BANK**

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- support@saxobank.com

www.saxobank.com

## SAXO BANK

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### COMPLAINT HANDLING POLICY

Saxo Bank - (referred herein as the 'Company') aims to provide superior investment and ancillary services to all of its Clients.

The Company has appointed a Compliance Officer or any of the company's Administrator to handle effectively and efficiently any complaints from the Client. This is to allow Company to resolve and apply mandatory measures to avoid any recurring issues and improve the client satisfaction.

The Company classifies a complaint as any objection and/or dissatisfaction that the Client may have concerning the provision of any investment and/or ancillary service provided by the Company.

Saxo Bank is committed to act in its clients' best interest and provide them with the best customer experience. Consequently, as difficulties may arise in relation to the provision of investment services, Saxo Bank has adopted arrangements to enable the handling of complaints in a fair, clear and harmonized manner for all its clients. For the purpose of this policy, Saxo Bank should understand a complaint as any written or oral statement, received through any recordable means, and acting the dissatisfaction of a client or potential client in relation to the provision of an investment service or the performance of an investment activity.

Clients and potential clients can submit complaints free of charge.

## PROCEDURE

The Compliance Officer shall be responsible for handling Client complaints, except in the case where the complaint involves the Compliance Officer or any of the company's Administrator, whereby the Managing Director shall handle the complaint.

Any Client's complaints received would be forwarded to the Compliance Officer or any of the company's concerned Administrator.

When the Compliance Officer or any of the company's Administrator receives the Client's complaint then a written acknowledgement would be sent to the Client confirming the name and job title of the person dealing with the complaint within five (5) business days.

Within 2 weeks from the date that the Compliance Officer or any of the company's Administrator receives the Client's complaint, then a final response or a holding response would be sent to the Complainant explaining the findings of the investigation. In the case where a holding response is sent to the Complainant, then an explanation shall be given stating the reasons why the Company has not been able to resolve the complaint as well as giving an estimated time to resolve the issue.

In 4 weeks after receiving the complaint, we are still not in the position to resolve the issue, then the Compliance Officer or any of the company's Administrator will notify you in writing stating the reasons for the delay and indicate an estimated time to resolve the issue.

When the complainant has received the final response, the complainant will have four (4) weeks to respond. If no response is received from the complainant indicating that there is still a dissatisfaction with the explanation, then the complaint would be considered as being resolved.

In the case where the complainant is still not satisfied with the Company's responses after three (3) attempts, then the complainant can bring his/her complaint to the Financial Authority (FA) Cyprus.

In summary, it is generally advised that any form of complaint be first related to any of the company's Administrator who is easily within your reach.

This is to ensure that complaints are directly dealt with as even if the supposed issues at hand is beyond the jurisdiction of the Administrator it has been reported to directly, the Administrator would have it directed immediately to the compliance department to be treated as urgent.



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## CONTACTS TO LODGE A COMPLAINT

For any complaint, a client should in priority refer to its usual commercial contact within Saxo Bank. In the event where it would not be satisfied by the resolution provided by its usual commercial contact, a client can submit its complaint:

## **SAXO BANK**

Philips Heymans Alle 15, Denmark

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

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

## **ALTERNATIVE DISPUTE RESOLUTION MECHANISMS**

Again, where a client or potential client is not satisfied with Saxo Bank's response to its complaint or the actions undertaken to resolve the complaint, the client or potential client may refer the complaint to an alternative dispute resolution entity recognised by an EEA financial regulator, or be able to take civil action. If the client or potential client is an eligible complainant, it may refer its complaint to Financial Authority (FA) Denmark.



#### DISCLAIMER

Trading foreign currencies as well as involvement with financial commodities and securities can be a challenging and potentially profitable opportunity for investors. However, before deciding to participate in the Forex market, you should carefully consider your investment objectives, level of experience, and risk appetite. Most importantly, do not invest money you cannot afford to lose.

There is considerable exposure to risk in any foreign exchange transaction. Any transaction involving currencies involves risks including, but not limited to, the potential for changing political and/or economic conditions that may substantially affect the price or liquidity of a currency. Investments in foreign exchange speculation may also be susceptible to sharp rises and falls as the relevant market values fluctuate.

The leveraged nature of Forex trading means that any market movement will have an equally proportional effect on your deposited funds. This may work against you as well as for you. Not only may investors



get back less than they invested, but in the case of higher risk strategies, investors may lose the entirety of their investment. It is for this reason that when speculating in such markets it is advisable to always relate with any of our available online administrators for guide regarding these trades.

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