

# WGM SERVICES LTD Complaints Policy

*June 2017*



## WGM Complaint Policy

WGM Services Limited, is a financial services company incorporated and registered under the laws of the Republic of Cyprus, having been granted a license from the Cyprus Securities and Exchange Commission hereinafter called “CySEC” (license No. 203/13). The Client Complaints Procedure Notice (“The Notice”) is issued under Law 144(I)/2007 (The Cyprus Investment Services and Activities and Regulated Markets Law of 2007), and the European Parliament Markets in Financial Instrument Directive (“MiFID”).

WGM Services Ltd maintains effective and transparent procedures for reasonable and prompt complaint handling for existing and potential retail clients, and we keep records of complaints and measures taken for complaint resolution. The purpose of this procedure is to ensure fair and consistent dealing with client complaints whilst striving to provide the highest level of customer service.

In the event that you have a complaint relating to any of your dealings with WGM Services (StockSTP), then the following complaints procedure, as set out below, should be followed:

An online Complaint Form is available at the Company’s website (<https://www.stockstp.com/legal-information/>) is submitted by the Client to the Compliance Department. The complaint is processed by the Compliance Officer whereby all information regarding the complaint is gathered in order to independently and impartially investigate it for reaching a fair outcome.

The following details have to be documented within the complaint:

- the identity of the Client who filed the complaint or grievance
- the identity of the employee that undertook to provide the service to the Client
- the department to which the relevant employee relates to
- the date of receipt of the complaint or grievance
- the details of the complaint or grievance – full description
- the extent in financial terms of the potential loss that the Client claims has suffered
- the date and in summary, the content of the reply of the Company to the said complaint or grievance

Once a complaint is communicated to the Company, the Client will receive an acknowledgement receipt of the complaint by the Company’s Compliance Officer immediately as long it is within working hours. The Compliance Officer will review the complaint and ascertain the key issues of the Client’s complaint and respond to the client within seven (7) working days. The Compliance Officer will endeavor to send a final response to the Client within 4 weeks from the date of the receipt of the complaint. In case the aforesaid Officer is unable to provide the Client with a final response within this time frame, will address this to the Client explaining why and advise the Client on when can expect the receipt of the final response.

If more than 3 months, from the date of receipt of the complaint have past and the Client has not received a final response or the Client is not satisfied with the final response received, is entitled to refer his complaint to the Financial Ombudsman of the Republic of Cyprus, which can be contacted at the following:

Financial Ombudsman of the Republic of Cyprus  
13 Lord Byron Avenue 1096 Nicosia Cyprus  
P.O. BOX 25735, 1311  
Nicosia  
Tel: 22-848900

The complaint to the Financial Ombudsman is submitted within a specified period of 4 months from the date of receipt of the final response from the Company.