

CLIENT COMPLAINTS POLICY

1. Introduction

L.F. Investment Limited (hereinafter, the “**Company**”) is an Investment Firm regulated by the Cyprus Securities and Exchange Commission (hereinafter, “**CySEC**”) with licence number 271/15.

The Client Complaint Policy (hereinafter, the “**Policy**”) sets out the processes employed when dealing with complaints received from Clients. A Client complaint is an expression of dissatisfaction by a Client regarding the provision of investment and/or ancillary services by the Company.

This Policy is an adjunct to the Company’s overarching general obligation to act honestly, fairly and professionally and in the best interests of its Clients and to comply, in particular, with the principles set out in the above legislation when providing investment services and other ancillary services.

2. Procedure

A Client can file a complaint by contacting the Company at complaints@purple-trading.com providing at a minimum the below listed information.

- the identity of the Client who filed the complaint
- the details of the complaint – full description including any the extent in financial terms of the potential loss that the Client claims has suffered

3. Resolving clients’ complaints

Following the receipt of a complaint, by the Company, the Administration/Back Office Department shall confirm to the Client the receipt of the complaint and immediately make efforts to resolve the complaint within 5 working days.

If the issue has not been resolved within 5 working days, the Client shall be informed from the Company that an initial answer/response to the complaint at hand should be expected four (4) weeks since the receipt of the complaint and that the Company will aim that the complaint or grievance is resolved within eight (8) weeks from its receipt. If more than eight (8) weeks have passed from the date the complaint was filed and the Client has not received a final response, or the Client is dissatisfied with the final response received from the Company, then the Client is entitled to refer the complaint to the Financial Ombudsman of which the details are provided below.

Mailing Address: 13 Lord Byron Avenue, 1096 Nicosia, Cyprus

Contact telephone number: +357 22848900

Facsimile (Fax) numbers: +357 22660584, +357 22660118

Contact E-mails: complaints@financialombudsman.gov.cy, fin.ombudsman@financialombudsman.gov.cy

Website: www.financialombudsman.gov.cy

It is noted that by filing a complaint with our Company, the Client maintains all his/her legal rights to maintain your complaint via alternative means e.g. through the Cyprus Securities and Exchange Commission, the Financial Ombudsman of Cyprus, ADR Mechanism, or the relevant Courts. It is noted that Cyprus Securities and Exchange Commission does not have any restitution powers. Moreover, the Company shall provide information about any complaint received to the Commission and the way such complaints are handled.

www.purple-trading.com

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