

COMPLAINTS PROCEDURE FOR CLIENTS

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COMPLAINTS PROCEDURE FOR CLIENTS

FX NOVUS (PTY) LTD

We, FX NOVUS (PTY) LTD (hereinafter, the “Company”), have adopted this Complaints Procedure in order to ensure a fair and quick process for handling complaints that may arise from our relationship.

Submitting your Complaint

1. In order to submit an official complaint to the Company, you are kindly requested to send an email to: complaints@fxnovus.com.
2. A complaint must include:
 - Client’s full name and surname
 - Client’s Account Number
 - Client’s affected transaction number(s)
 - The date and time of the event(s)
 - Summary of the complaint
3. Complaints must be sent from the registered email of the client.

Acknowledging your Complaint

We will acknowledge receipt of your complaint within five (5) business days from the receipt of your complaint.

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 6 (six) weeks from the date you have submitted your complaint to us. During the investigation process, we will keep you updated on the handling process of your complaint. One of our officers may contact you directly (including communication by email or phone) in order to obtain, where needed, further clarifications and information relating to your complaint. 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 6 (six) weeks, we will issue a holding response in writing or other durable medium. When a holding response is sent, it will indicate the causes of the delay and when the Company’s investigation is likely to be completed. In any event, we shall provide you with the outcome of our investigation no later than one (1) month from the issuing of the holding response, depending on the complexity of the case and your cooperation. Please note that the Company shall consider your complaint as closed and cease the relevant investigation in case you



fail to respond to our officers within the period of three (3) months from the date of the submission of your complaint.

Final Decision

When we reach an outcome we will inform you of it together with an explanation of our position and any remedy measures we intend to take (if applicable). It is understood that your right to take legal action remains unaffected by the existence or use of any complaints procedures referred to above.



info@fxnovus.com | www.fxnovus.com

FX NOVUS (PTY) LTD

FX NOVUS (PTY) LTD, a South Africa Investment Firm, authorized and regulated by the Financial Sector Conduct Authority (FSCA) of South Africa, with FSP License Number 50963. FXNOVUS LTD registration number is 2020 / 183344 / 07.

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