

Complaint Handling Policy

Introduction

This procedure describes how we ("we", "the Company"), handle any Complaint or grievance ("Complaint") received. The Company has established, implemented and maintains an effective and transparent procedure for the reasonable and prompt handling of complaints received from Clients and keeps a record of each complaint and the measures taken for its resolution.

The Company has appointed a Compliance Officer to oversee the handling of any Complaint. This allows the Company to ensure no Conflicts of Interest will occur in the handling of any Complaint and ensures that all internal and regulatory measures are followed efficiently, fairly and promptly. It is the aim of the Company to resolve any Complaint at the earliest possible stage.

Submission of a Complaint

You can submit a complaint in writing by completing the 'Client Complaint Form' attached herein. The Client Complaint Form should then be sent by email (from an email address already notified to us) or post as follows:

To: **NFS Insurance Advisors, Agents and Sub Agents Ltd, Compliance Department**

- **By Mail to: Vasili Vryonides Street 4th Floor, Limassol 3095, Cyprus or**
- **By email to: admin@nfs-insurance.com**

The Company shall carefully review any complaint received and may communicate with a Client in order to obtain clarification or additional information as needed. During the investigation, the Company shall keep a Client updated of the handling process. Cooperation during an investigation is required in order to handle a complaint as reasonably and promptly as possible.

The Company reserves the right to refuse to investigate a Client's complaint if the Client provides false information or where the complaint includes excessive offensive language/images or uncontrolled vocabulary.

Complaint Handling Procedure

The Company will acknowledge your complaint within 2 business days from the date of receipt of the complaint which will specify the name and/or job title of the person and/or department dealing with the Complaint and their contact details. You will be provided with a unique reference number which should be used in all future correspondence with the Company.

To assist the company in the review of a Complaint, the Company must receive the attached Client Complaint Form along with any additional information and/or documents which support your complaint. You may be asked to provide additional information, in such an event we will not be able to proceed with a review of your complaint until you provide such information. You must inform the Company if you have taken any steps to remove the Company as your appointed Advisor, in such an event additional information may be required and the Company shall inform you at the soonest possible time during the review.

We will provide you with a holding or final response within 15 days from the date of receipt of the complaint. If a holding response is sent, we will provide you with an explanation as to the reasons why we have not been able to resolve the complaint and an indication of the time needed to resolve the issue, which shall not exceed an additional 30 days in any case.

Final Decision

A final response, when provided shall include an explanation of the findings of the investigation. If you are not satisfied with our final response then you can refer your complaint, quoting the unique reference number along with a copy of the final response to the competent authorities for further investigation.

Where we decide that redress is appropriate, any amount given shall aim to provide fair and reasonable compensation for any acts or omissions for which we are responsible. Redress need not be financial and can take the form of an apology. The Company reserves the right to choose the method of resolution at its sole discretion.

Contact Details of the Competent Authorities

It is important that you contact the Financial Ombudsman within four (4) months of receiving a final response or in the unlikely event that we were unable to provide you with a final response within a three (3) month time period as above, otherwise the financial Ombudsman may not be able to deal with your complaint. Visit the website here: www.financialombudsman.gov.cy to review the requirements in full.

The Cyprus Insurance Companies and Control Service ("ICCS") does not have restitution powers and therefore does not investigate individual complaints. Complaints submitted to the ICCS are taken into consideration in the performance of its supervisory mandate. Visit the website here: www.mof.gov.cy/en/directorates-units/insurance-companies-control-service for further details.

Financial Ombudsman of the Republic of Cyprus

Email: complaints@financialombudsman.gov.cy | **Post:** PO BOX 25735, 1311 Nicosia, Cyprus | **Tel No.:** 00357 22 848900 | **Fax No.:** 00357 22 660118

Cyprus Insurance Companies and Control Service Superintendent of Insurance

Email: insurance@mof.gov.cy | **Post:** P.O. Box 23364, 1682 Nicosia, Cyprus | **Tel No.:** 00357 22 602990 | **Fax No.:** 00357 22 302938

