

Complaint Handling Policy GBE Global LTD





Complaint Handling Policy

GBE Global Ltd (hereinafter the "Company") aims to provide superior services to all of its Clients.

The Company has appointed a Compliance Officer to efficiently ensure the proper handling of any complaints from the Clients. This is to allow the Company to resolve and apply mandatory measures to avoid any recurring issues.

Definition

The Company classifies a complaint as any objection and/or dissatisfaction that the Client may have with regards to the provision of the services provided by the Company. A complaint form is enclosed at the end of this Policy.

Procedure

The Compliance Officer shall be responsible to ensure the proper handling of Client complaints, except in the case where the complaint involves the Compliance Officer, whereby the complaint shall be handled by the Representative Officer.

The Client may register a complaint by completing the complaint form, using any of the following options:

Email: <u>compliance@gbebrokers.global</u>

Postal Address: GBE Global Ltd,

CT House, Office 9A,

Providence, Mahe, Seychelles

- 1. When the Company receives the Client's complaint then a written acknowledgement will be sent to the Client within 7 business days;
- The Company will attempt a final response within 30 business days, however in case we are still not in a position to resolve the issue then the Company will notify you in writing stating the reasons for the delay and indicate an estimated time to resolve the issue;
- 3. A final response should be provided to the Client within 60 business days the latest from the date he submitted his complaint;
- 4. In the case where the complainant is still not satisfied with the Company's final response, then the complainant can refer his complaint with a copy of the Company's final response to the Financial Services Authority (FSA) in Seychelles for further examination.





The contact details for the Financial Services Authority (FSA) in Seychelles are set out below:

PO Box 991

Address: Bois de Rose Avenue

Roche Caiman Victoria, Mahe, Republic of Seychelles

Phone: (+248) 438 08 00 Fax: (+248) 438 08 88

Email: complaints@fsaseychelles.sc

Website: http://fsaseychelles.sc/index.php/contact-us

Client Records

The Client should provide all relevant documentation as well as any additional information requested by the Company in order to ensure all records are collected and the complaint is properly resolved on time.

All records will be kept safe as per local requirements and for a period of seven (7) years.

[The complaint form can be found in the next page]





Complaint Form

	Account Number:
Address:	Telephone Number:
Type of Complaint	
Execution of Orders	
2. Quality or lack of information prov	
Terms and Conditions/Fees/Char	
General admin/Customer Service	
Unauthorized business being offe	
6. Issue in relation to withdrawal of f	unds U
7. Other (specify)	
Brief Summary of the Complaint:	
ease describe the product or service you nount, and suggested way to be solved)	u are complaining about (description, evidence,
nount, and suggested way to be solved)	•
Please enclose any other relevant docu	mentation that may help us to handle the compla
•	
Possible documentation to be provide	mentation that may help us to handle the compladed (client statement, correspondence with a
Possible documentation to be provide	ded (client statement, correspondence with a porting documentation to be requested by
Possible documentation to be provide Company as well as any other sup-	ded (client statement, correspondence with a porting documentation to be requested by







Date and place

Client Signature

For internal use only:	
Complaint Received By:	Date:
Acknowledgement sent to Client:	□ Yes - □ No
Informed Client of initial action:	□ Yes - □ No
Final response provided to Client:	□ Yes - □ No
Holding response provided to Client:	□ Yes - □ No - □ N/A

