

**CLIENT COMPLAINT PROCEDURE/PROCEDURA PRIVIND  
PLANGERILE CLIENTULUI**

**TeleTrade - DJ International Consulting Ltd**

**July 2016/Iulie 2016**

## CLIENT COMPLAINT PROCEDURE

TeleTrade-DJ International Consulting Ltd.

### General

TeleTrade-DJ International Consulting Ltd., hereinafter referred to as the "Company" maintains effective and transparent procedures 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.

### Complaint Definition

Clients are advised before complaining to please try to solve any issues they may encounter when using the Company's services by first contacting the Company at [support@teletrade.eu](mailto:support@teletrade.eu). If any issue is not solved by the Company to the client's satisfaction in a prompt manner then the client may refer to the complaints handling procedure instead.

A complaint, being an expression of dissatisfaction about the financial services activity provided to the clients by the Company, is to be notified in writing by the client to the Company Back office/ Customer Support department by one of the following means of communication:

- Client Login Page;
- Company website form
- e-mail address: [complaints@teletrade.eu](mailto:complaints@teletrade.eu) ;
- fax + 357 22 31 53 25;
- mail at the Company business address: 12 Esperidon, 4th floor, 1087, Nicosia, Cyprus.

A complaint should include the following:

- the client's name and surname;

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### General

TeleTrade DJ-International Consulting Ltd., denumita in continuare "Compania" mentine proceduri eficiente si transparente pentru gestionarea rezonabila si prompta a reclamatilor primite de la Clienti, si mentine o evidenta a fiecarei reclamatii si a masurilor luate pentru rezolvarea acestora.

### Definitia unei Plangeri

Clientii sunt sfatuiti, ca inainte sa faca o plangere, sa incerce sa isi rezolve orice situatie aparuta in urma utilizarii serviciilor Companiei, prin contactarea acesteia la [support@teletrade.eu](mailto:support@teletrade.eu). In cazul in care situatia nu este rezolvata pe placul clientului si cat mai prompt, atunci acesta poate sa apeleze la procedura privind rezolvarea plangerilor.

O plangere, fiind o expresie a nemulțumirii cu privire la activitatea de servicii financiare furnizate Clientului de catre Companie, trebuie sa fie notificata de catre Client la departamentul Back Office al Companiei folosind unul din urmatoarele mijloace de comunicare:

- Pagina Personală ;
- formularul de pe site-ul Companiei
- adresa de email: [complaints@teletrade.eu](mailto:complaints@teletrade.eu) ;
- fax +357 22 51 44 42 ;
- scrisoare la adresa companiei: 12 Esperidon, etajul 4, 1087, Nicosia, Cipru.

O plangere trebuie sa includa urmatoarele informatii:

- numele si prenumele clientului;

- the client's trading account number;
  - the date and time that the issue arose; and
  - a description of the issue.
- loginul contului de tranzactionare;
  - data si ora la care situatia a aparut; si
  - o descriere a situatiei

### Summary of Complaints Handling Procedure

The Company will acknowledge receipt of all clients complaints as soon as possible and at the latest within 5 days of receipt and inform clients of their unique reference number which should be used in all future communications with the Company, the CySEC and/or the Financial Ombudsman regarding the complaint.

Please note the Company strives to provide all its clients with an answer or resolution to any complaints/ queries/ requests as soon as possible and in all cases clients may expect to receive an answer regarding the handling & investigation process of their complaint from the Company within 2 weeks from receipt of their complaint.

The Company will investigate the complaint and endeavour to send a final response to the client within 2 months of receipt of the complaint. If the Company is unable to provide the client with a final response within this time frame, the Company will write to the Client explaining why and advise the client when they can expect a final response, at the very latest within 3 months.

If a client complaint is not resolved to their satisfaction the client may contact the Cyprus Securities and Exchange Commission, the Financial Ombudsman or have recourse to any other available means such as ADR or the competent Courts.

### Procedura pentru Rezolvarea Plangerii

Compania va lua la cunostinta toate plangerile clientilor, in cel mai scurt timp posibil, iar in cel mult 5 zile de la inregistrarea plangerii, ii va oferi clientului un numar unic de referinta ce va fi utilizat in comunicari viitoare cu Compania, cu CySEC si/sau cu serviciul Financiar Ombudsman, cu privire la plangere.

Va rugam sa retineti ca ne straduim sa oferim tuturor clientilor nostri raspunsul necesar sau rezolvarea oricarei plangeri/nelamuriri/cereri in cel mai scurt timp posibil si in toate cazurile clientii se pot astepta sa primeasca un raspuns din partea Companiei, cu privire la rezolvarea & procesul de investigare a plangerii, in 2 saptamani de la inregistrarea acesteia.

Compania va investiga plangerea efectuata si va trimite un raspuns final clientului, in 2 luni de la inregistrarea plangerii. Daca Compania nu reuseste sa ofere clientului un raspuns final in acest interval de timp, Compania va scrie Clientului si ii va explica motivele si ii va comunica cand ar putea sa primeasca acel raspuns, termenul fiind de cel mult 3 luni.

Daca o plangere efectuata de client nu este rezolvata spre multumirea acestuia, el poate sa contacteze CySEC-ul (Cyprus Securities and Exchange Commission) sau poate sa recurga la orice alt mijloc de solutionare precum ADR sau instantele Judecatoresti competente.

## Reporting and Record Keeping

All decisions related to clients' complaints shall be communicated to clients. The complaints processing should be fully documented and added to each client file it relates to. Records of all lodged and resolved complaints should be maintained for a minimum period of five (5) years. The Board of Directors of the Company shall be informed in regards to all important complaints received, as well as the measures taken for resolving these.

The following details must be documented and kept in records by the Back Office/ Customer Support Officer:

- The Unique Reference Number of the Complaint which is allocated by the Company to it as soon as the complaint is received;
- The details of the ID of the client who filed the complaint;
- The service to which the complaint refers to;
- The details of the employee that undertook to provide the service to the client;
- The department or organizational unit to which the employee relates to;
- The date of receipt of the complaint;
- The content of the complaint in summary;
- The extent in financial terms of the potential loss that the client claims he has suffered or as it is derived from the content of the complaint;
- The date and in summary, the content of the reply of the Company to the said complaint.

## Raportare si Evidenta

Toate deciziile referitoare la plangerile Clientilor vor fi comunicate Clientilor. Plangerile prelucrate trebuie sa fie complet documentate si adaugate la fiecare dosar al Clientului la care se refera. Registrele de evidenta a tuturor reclamatiiilor depuse si solutionate ar trebui sa fie mentinute pentru o perioada minima de cinci (5) ani. Consiliul de administratie al Companiei va fi informat in ceea ce priveste de toate reclamatiiile primite importante, precum si de masurile luate pentru rezolvarea acestora.

Urmatoarele informatii trebuiesc documentate si pastrate de Back Office / Serviciul de Clienti:

- Numarul Unic de Referinta a Plangerii, alocat de Companie, de indata ce reclamatia este primita;
- datele clientului care a completat plangerea;
- Serviciul catre care se refera plangerea;
- datele angajatului care s-a angajat sa ofere serviciul clientului;
- departamentul sau unitatea organizationala catre care angajatul se raporteaza;
- data cererii plangerii;
- continutul in sumar a plangerii;
- Amploarea pierderii in termeni financiari, pe care clientul sustine ca a suferit-o sau asa cum rezulta din continutul reclamatiei;
- data si sumarul raspunsului oferit de Companie la plangerea in cauza.

**Submission of information to the CySEC**

Every month the CIF provides to the CySEC information regarding the complaints it receives and how these are being handled.

**Transmiterea de informatii catre CySEC**

In fiecare luna CIF-ul ofera spre CySEC informatii cu privire la reclamatii primite si cum sunt acestea solutionate.