



DEPAHO LIMITED

Complaint Handling Procedure

Definition of a Complaint

Under the complaint handling rules, Depaho Ltd operating through its three brand names FXGM (www.fxgm.com), GTCM (www.gtcm.com) and TAO TRADE (www.taotrade.com) (hereinafter called the “Company”) shall deal with any expression of dissatisfaction regarding any financial services activity provided or withheld by the Company.

Complaints should be in writing on the specified form provided by the Company. The Company considers important and essential to pay the proper attention to each and every complaint made by a client, irrelevant of the subject matter of the complaint.

Procedure

The Compliance Officer shall deal with the client’s complaints unless, in cases where there might be a conflict of interest, in which case the Senior Management of the Company shall deal with such a complaint.

The Client who wishes to proceed with filing a Complaint is requested to fill in the necessary form and address it to complaints@depaho.com or complaints@fxgm.com for FXGM, complaints@gtcm.com for GTCM and complaints@taotrade.com for TAO TRADE.

- A written acknowledgment from the Compliance Department shall be sent to the client within forty eight (48) hours confirming receipt of the complaint and the estimated time under which the client shall be given a reply;
- Within four (4) weeks of receipt, the Company shall send the client a Final Response or a holding response, which will explain why it is not yet in a position to resolve the complaint and give an indication of when further contact shall be made. In such case an answer shall be given within eight (8) weeks of receipt;
- Within eight (8) weeks of receipt of the complaint, the Company shall send to the client either a final response or a response which explains why a final response cannot be given with an explanation as to why and an indication of when the Company anticipates on providing a final response;
- Upon sending the final response, the client shall be given a period of eight (8) weeks to respond. If a response is not received within eight (8) weeks then the Company shall not be obliged to take the complaint further unless further correspondence is received from the client indicating that he/she is still dissatisfied.
- Please note that the Company shall consider a complaint as closed when a period of three (3) months has elapsed from the date of submission of the complaint and the client has failed to respond to the Company’s investigating officer’s requests and due to this the investigation cannot be carried forward.

It is understood that Clients’ right to take legal action remains unaffected by the existence or use of any complaints procedures referred to above. In addition, Clients have the right to address their complaints to the Financial Ombudsman of Cyprus, provided that each complaint does not exceed the amount of one hundred and seventy thousand euro (€ 170.000), within 4 months after the Company provides its final response. Alternatively, Clients may refer to CySEC’s Department of Market Surveillance and Investigations.