

# **CLIENTS COMPLAINTS PROCEDURES**

**September 2023**

## **SHEER MARKETS (CYPRUS) LTD**

## CONTENTS

1. COMPANY INFORMATION.....	3
2. INTRODUCTION.....	3
3. TERMINOLOGY.....	3
4. SUBMISSION OF COMPLAINTS.....	3
5. ACKNOWLEDGING COMPLAINTS.....	3
6. HANDLING COMPLAINTS.....	4
7.FINAL DECISION.....	4
COMPLAINTS FORM.....	6

## 1. COMPANY INFORMATION

1.1 Sheer Markets (Cyprus) LTD (hereafter “the Company” or “Sheer Markets”) is a Cyprus Investment Firm (hereafter ‘CIF’) authorized and regulated by the Cyprus Securities and Exchange Commission (hereafter “CySEC”) with License Number 395/20 and operates in compliance to the Investment Services and Activities and Regulated Markets Law 87(I)/2017 and subsequent amendments.

## 2. INTRODUCTION

2.1. The Company has adopted this Complaints Procedure in order to ensure a fair and quick process for handling complaints that may arise from our relationship.

2.2. Under the Complaint handling rules, the Company shall deal with any expression of dissatisfaction regarding any financial services activity provided or withheld by the Company.

2.3. The Company considers it important and essential to pay proper attention to each and every complaint made, irrelevant to the subject matter of the complaint.

## 3. TERMINOLOGY

**Complaint:** A statement of dissatisfaction addressed to the Company by a natural or legal person relating to the provision of an investment service provided.

**Complainant:** A natural or legal person who is presumed to be eligible to have a complaint considered by the Company and who has already lodged a complaint.

## 4. SUBMISSION OF COMPLAINTS

4.1. Clients may submit their complaint in writing and address it to the Head of Compliance of the Company who is authorized to handle and investigate complaints that may be submitted.

4.2. Clients are encouraged to use the Complaints Form attached herein and submit it electronically at the following address along with a copy of any additional documentation that would be relevant to the complaint.

- Postal Address: 331, 28th October Avenue, Lido House Block 2, Unit 365, 3106, Limassol, Cyprus.
- Attention to: Compliance Officer
- By phone: (+357) 25057630
- By email: [compliance@sheermarkets.com](mailto:compliance@sheermarkets.com)

4.3. Clients can submit their complaints to the Company free of charge.

## 5. ACKNOWLEDGING COMPLAINTS

5.1. The Company will acknowledge receipt of a complaint within five (5) business days from its receipt and provide Complainants with a unique reference number. The unique reference number should be used in all the future communication in relation to the complaint with the

Sheer Markets (Cyprus) Limited is authorized and regulated by CySEC under license no. 395/20. Head Office: 331, 28th October Avenue, Lido House Block 2, Unit 365, 3106, Limassol, Cyprus Telephone (+357) 25861400

Email [support@sheermarkets.com](mailto:support@sheermarkets.com) Web [www.sheermarkets.com](http://www.sheermarkets.com)

Company, the Financial Ombudsman and/or CySEC.

## **6. HANDLING COMPLAINTS**

6.1. Once the Company have acknowledged receipt of a complaint, the Company will review it carefully, investigate the circumstances surrounding the complaint and will try to resolve it without undue delay.

6.2. The Company shall make every effort to investigate the complaint and provide the Complainant with the outcome of our investigation within two (2) months of the date of the submitted complaint to the Company. During the investigation process the Company will keep the Complainant updated on the handling process of their complaint. One of our officers may contact the Complainant directly (including communication by email or phone) in order to obtain further clarifications and information .in relation to the complaint. The Company will require the Complainants full cooperation in order to expedite the investigation and possible resolution of their complaint.

6.3. In the event that the complaint requires further investigation, and the Company cannot resolve it within two (2) months, the Company will issue a holding response in writing or another durable medium. When a holding response is sent, it will indicate the reasons of the delay and when the Company's investigation is likely to be completed. In any event, the Company shall provide the Complainant with the outcome of our investigation no later than three (3) months from the period of the submission of the complaint.

## **7. FINAL DECISION**

7.1. When the Company's investigation is concluded, the Company will inform the Complainant of the outcome, together with an explanation and any remedy measures the Company intends to take (if applicable).

7.2. In case our final decision does not fully satisfy the Complainants demands, the Company shall explain to the Complainant the Company's position on the complaint and inform Complainants about their options, that may be able to refer their complaint to an alternative dispute resolution entity, the Financial Ombudsman, CySEC or the relevant Courts.

7.3. In cases refer to paragraph 6.2. above, the Complainants may check with the office of the Financial Ombudsman of the Republic of Cyprus, to file a complaint and seek mediation for possible compensation. It is important that you contact the Financial Ombudsman of the Republic of Cyprus within four (4) months of receiving a final response from the Company, otherwise the Financial Ombudsman of the Republic of Cyprus may not be able to deal with the complaint.

7.4. In the event that the Company was unable to provide the complainant with a final response within the three (3) month time period specified above, the Complainant may again contact the office of the Financial Ombudsman of the Republic of Cyprus no later than four (4) months after the date when the Company ought to have provided the Complainant with the final decision.

7.5. Contact Details of the Financial Ombudsman of the Republic of Cyprus:

- Website: <http://www.financialombudsman.gov.cy>
- Email: [complaints@financialombudsman.gov.cy](mailto:complaints@financialombudsman.gov.cy)
- Postal Address: P.O. BOX: 25735, 1311 Nicosia, Cyprus
- Telephone: +357 22848900
- Fax: +357 22660584,

7.6. It is understood that Complainants have the right to take legal action, which remains unaffected by the existence or use of any complaint's procedures referred to above.

7.7 The complainant may disclose his complaint to the Cyprus Securities and Exchange Commission. However, he should note that the Cyprus Securities and Exchange Commission does not have restitution powers and therefore does not investigate individual complaints.

7.8 Contact Details of the Cyprus Securities and Exchange Commission:

- Website: <http://www.cysec.gov.cy>
- General email: [info@cysec.gov.cy](mailto:info@cysec.gov.cy)
- Postal address: P.O. BOX 24996, 1306 Nicosia, Cyprus
- Telephone: +357 22 506600
- Fax: +357 22 506700

Date: 07.09.2023

<b>COMPLAINTS FORM</b>	
<p>This Complaint Form (the "Form") shall be completed if you wish to submit your complaint to Sheer Markets (Cyprus) Limited (the "Company"). Complete the form with accurate information and submit this Form via email to <a href="mailto:compliance@sheermarkets.com">compliance@sheermarkets.com</a> for the proper investigation and evaluation of your complaint.</p> <p>Please note that the below Form is only indicative and not exhaustive. The Company may request further information and/or clarifications and/or evidence as regards your complaint.</p>	
<b>FOR OFFICIAL USE</b>	
Date:	.....
Received by:	.....
Reference No:	.....
<b>PERSONAL DETAILS</b>	
Title: Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. <input type="checkbox"/> Miss <input type="checkbox"/> Sir <input type="checkbox"/> Dr <input type="checkbox"/>	
Name:	.....
Middle Name:	.....
Surname:	.....
ID/Passport No:	.....
Nationality:	.....
Country of Residence	.....
City/Province:	.....
<b>CONTACT DETAILS</b>	
Postal Address:	.....
Postcode	.....
Email Address	.....
Mobile Phone No.:	.....
Home No.:	.....
<b>ACCOUNT DETAILS</b>	
Name of Legal Entity (if applicable):	.....
Trading account No:	.....
<b>DETAILS OF THE COMPLAINT</b>	
Date of incident:	.....
Concerned Employee	.....
Service & Product concerned: (If applicable)	.....
Disputed amount: (If applicable)	.....
Description of the Complaint: .....	

By submitting this form to Sheer Markets (Cyprus) Ltd, I confirm that to the best of my knowledge, the information provided above is true, accurate and complete.