



Alchemy Markets Limited

# **Complaints Handling Procedure**

Alchemy Markets Ltd.'s primary commitment is to deliver the highest level of service to our customers. In the event that a customer expresses dissatisfaction with the services provided, we will make every effort to reach an amicable resolution. Nevertheless, should this not be achievable, Alchemy Markets Ltd. has appointed a dedicated Consumer Complaints Manager whose principal responsibility is to address complaints from retail customers. The Consumer Complaints Manager will handle grievances fairly, consistently, and promptly. Complaints can be addressed to:

The Compliance Officer  
Alchemy Markets Limited  
168 St Christopher Street  
Valletta VLT 1467  
MALTA  
Phone: (+356) 2778 1919  
Email: [compliance@nsfx.com](mailto:compliance@nsfx.com)

#### **WHEN WE RECEIVE YOUR COMPLAINT**

Upon receipt of a customer complaint, Alchemy Markets will provide a response without unnecessary delay, or at least, by not later than fifteen working days from when the complaint was registered. Additionally, we will outline our intended approach for addressing the matter in writing. In the case of a telephone-based complaint, our response also serves to articulate our understanding of your concerns, providing an opportunity for you to clarify any potential misunderstandings.

#### **RESOLVING YOUR COMPLAINT**

We will assess customer complaints and, if further information is necessary, will communicate with you through writing or telephone to clarify the required details. It is crucial for customers to understand that all complaints are treated impartially and individually, following thorough discussions with the customers and all relevant parties involved. After completing a comprehensive investigation, we will send you a letter, informing you of the findings. The response will include the results of the investigation, our assessment of the concerns raised in the complaint, and, if applicable, details of any proposed resolutions offered.

#### **IF THERE IS A DELAY IN RESOLVING YOUR COMPLAINT**

The Malta Financial Services Authority (MFSA) requires us to resolve most complaints within fifteen days from receipt of the complaint. We are committed to achieving this goal and aim to address all complaints as promptly as possible. If we require additional information to resolve the issue or if there are delays for any other reason, we will notify you accordingly. Where the investigation of a complaint is not completed within, we shall, :

- i. inform you or your representative about the causes of the delay;
- ii. provide an indication as to when the investigation is likely to be completed.

If you are not satisfied with the manner in which your complaint has been resolved by Alchemy Markets Ltd, you may refer your complaint to the Office of the Arbiter for Financial Services established under the Arbiter for Financial Services Act (Cap. 555).



Office of the Arbiter for Financial Services

1st Floor

St Calcedonius Square

Floriana FRN 1530

Malta

Freephone: 80 072 366

Telephone: (+356) 21 249 245

Web: OAFS ([financialarbiter.org.mt](http://financialarbiter.org.mt))