

Complaints Handling Procedure



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1. Introduction

IFX Brokers (referred to as “International FX Brokers”, “IFX Brokers (Pty) Ltd, the “Company”, “us”, “we”, “our”, “ours”, “ourselves” as appropriate) is a trading name of IFX Brokers Holdings (Pty) Ltd (Registration No. 2017/027249/07). IFX Brokers Holdings (Pty) Ltd is an Issuer of CFDs and acts as counterparty to client transactions. Our distribution and market conduct is regulated by the Financial Sector Conduct Authority (Authorized Financial Services Provider number 48021). The issuance of CFD’s is regulated by The Financial Markets Act, 2012. Our registered address is 2nd Floor, West Tower, Nelson Mandela Square, Maude Street, Sandton, 2196.

2. Scope of procedure

International FX Brokers (Pty) Ltd. (referred to as “IFX Brokers (Pty) Ltd, the “Company”, “us”, “we” and “our”) provides you with this Complaint Handling Procedure to set out the process adapted when dealing with complaints received by clients. IFX Brokers reserves the right to modify this procedure as deemed fit at any time. The latest Complaint Handling Procedure will always be available on our Website.

3. Definition

- 3.1. A complaint is an expression of dissatisfaction by a client regarding the provision of services provided by IFX Brokers.

4. Submitting a complaint

- 4.1. Any complaint must be submitted within five days of occurring either through the Contact Us Section located on our website or by sending an email to: complaints@ifxbrokers.com
- 4.2. A complaint shall include:
- 4.2.1. Full name and surname of Client
 - 4.2.2. Email and telephone number
 - 4.2.3. Client’s trading account number
 - 4.2.4. The affected transaction number, if applicable
 - 4.2.5. The date and time that the issue arose
 - 4.2.6. Clear description of the complaint
 - 4.2.7. Supporting evidence to support the complaint if applicable
- 4.3. A complaint shall not include:
- 4.3.1. Offensive or abusive language directed either to IFX Brokers or an IFX Brokers employee.

5. Procedure

- 5.1. All complaints must be in writing and shall be addressed, in the first instance, to Complaints Department.
- 5.2. Any complaint shall be submitted within five days of occurring.
- 5.3. Complaints shall be made in English in a legible and comprehensive manner.
- 5.4. IFX Brokers is committed to resolve complaints within 5 working days. If a complaint requires further investigation the conditions set forth in clause 13 of the Customer Agreement shall prevail.

6. Principles of the Process

- 6.1.1. All complaints shall be treated confidentially.
- 6.1.2. IXB Brokers shall handle Client complaints in a timely and fair manner.
- 6.1.3. The Company shall take all reasonable steps to investigate and respond promptly to any complaints.
- 6.1.4. The Company shall use best practices to provide the best service to its Clients.

7. Record Keeping

- 7.1. IFX Brokers shall establish, maintain and/or update the Complaints Register with comprehensive details of all the complaints received per month. Records shall be kept for a period of five (5) years.

8. Company Contacts

Complaints Department: complaints@ifxbrokers.com

Customer Support: support@ifxbrokers.com

9. Ombud for Financial Services Providers

Address: Sussex Office Park, Ground Floor, Block B, 473 Lynwood Road & Sussex Ave, Lynwood, 0081, South Africa
Toll Free No: 0860324766 | Telephone: +27 1 470 9080 | Facsimile: +27 12 348 3447
Email address: info@faisombud.co.za | Website: <http://www.faisombud.co.za/>

