



## **Client's Complaints Procedure of FIBO GROUP LTD**

2nd Floor O'Neal Marketing Associates Building Wickham's Cay II,  
P.O. Box 3174 Road Town Tortola VG1110, Virgin Islands (British),  
Customer Services: [service@fibogroup.com](mailto:service@fibogroup.com),  
phone: +44 (845) 09-50-118

## **Client's Complaints Procedure of FIBO GROUP LTD**

Customer satisfaction is a priority for FIBO GROUP LTD (FIBO) and we strive to treat our Clients with respect in all matters. Our complaint practices and procedures comply with the best worldwide standards and we have transparent procedures for prompt complaint handling for our Clients.

Complaints will be reviewed by the Head of Customer Service Department, in case if complaint involves Customer Service Department it will be handled by the General Manager of the Company. The complaints shall be submitted with the following ways:

- Send the letter to the following address:

FIBO GROUP LIMITED

2nd Floor O'Neal Marketing Associates Building Wickham's Cay II, P.O. Box 3174 Road Town Tortola VG1110, Virgin Islands (British)

- Send the e-mail to [service@fibogroup.com](mailto:service@fibogroup.com)

You shall put in a Complaint Form:

1. Date
2. Name and Surname
3. The number of the Agreement
4. Contact details
5. Details of the Complaint

A response will be provided within 10 working days.

In case if the Company needs additional time to handle Your complaint, You will be informed about that. The maximum period for processing complaint is 3 (three) months from the date a complaint is received. In case a Client complaint is not settled within a 3 (three) month period, FIBO will still send a written response informing the Client about status of their complaint.

To file a complaint regarding trading please log in to your FIBO account.