



BBG Limited Complaints Handling Procedure

BBG Limited

Global Gateway 8
Rue de la Perle, Providence
Mahe
Seychelles

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Email: support@blackbullmarkets.com
Website: www.blackbullmarkets.com

Complaints Handling Procedure

BBG Limited (the "Company") aims to provide superior service to all of its Clients.

The Company has appointed a Compliance Officer to efficiently handle any complaints from the Clients. This is to allow the Company to resolve and apply mandatory measures to avoid any recurring issues.

DEFINITION

The Company classifies a complaint as any objection and/or dissatisfaction that the Client may have with regards to the provision of the Services by the Company. A complaint form is enclosed at the end of this Policy.

PROCEDURE

The Compliance Officer shall be responsible for handling Client complaints, except in the case where the complaint involves the Compliance Officer, whereby the complaint shall be handled by the Representative Officer.

The Client may register a complaint by completing the complaint form using any of the following options:

Email: compliance@blackbullmarkets.com
Postal Address: BBG Limited, Global Gateway 8, Rue de le Perle, Providence, Mahe, Seychelles

1. When the Compliance Officer receives the Client's complaint then a written acknowledgement will be sent to the Client within seven (7) business days.
2. The Company will attempt a final response within thirty (30) business days, however in case we are still not in a position to resolve the issue at the conclusion of the thirty (30) business days, then the Compliance Officer will notify you in writing stating the reasons for the delay and indicate an estimated time to resolve the issue.
3. A final response should be provided to the Client within sixty (60) business days from the date the complaint was submitted to the Company.
4. In the case when the complainant is still not satisfied with the Company's final response, then the complainant can refer the complaint, with a copy of the Company's final response, to the Financial Services Authority (FSA) in Seychelles for further examination.

The contact details for the Financial Services Authority (FSA) in Seychelles are as follows:

Address: P.O. Box 991, Bois de Rose Avenue, Roche Caiman Victoria, Mahe, Seychelles
Phone: +(248) 438 08 00
Fax: +(248) 438 08 88
Website: <http://fsaseychelles.sc/index.php/contact-us>

CLIENT RECORDS

The Client should provide all relevant documentations as well as any additional information requested by the Compliance Officer in order to ensure all records are collected and the complaint is properly resolved on time.

All records will be kept safe as per local requirements and for a period of seven (7) years.

COMPLAINT FORM

CLIENT INFORMATION

Full Legal Name:

First Name

Last Name

Account Number:

Account Number

Address:

Street Address

Address Line 2

City

State/Province

Postal/Zip code

Country

BRIEF SUMMARY OF THE COMPLAINT

Please describe the Service you are complaining about (description, evidence, amount, and way you think it should be solved)

Please enclose any other relevant documentation that may help us to handle the complaint. Possible documentation that will be required: client statement; correspondence with the Company; as well as, any other supporting documentation to be requested by the Compliance Officer which is relevant to the Client's complaint.

Legal name:

please print your name

Signature:

Date:

DD MM YYYY

<u>For internal use only:</u>			
Complaint Received By:	Date:		
Acknowledgment sent to Client:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Informed Client of initial action:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Final response provided to Client:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Holding response provided to Client:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Signature of Compliance Officer:	Date:		