

# COMPLAINTS HANDLING POLICY

Version 1.1/2022

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## Introduction

MGL WALLET LTD (hereinafter the “**Company**”, “**MGLW**”) is a Company registered in the Republic of Cyprus operating under EMI license number 115.1.3.34 issued by the Central Bank of Cyprus (hereinafter the “**CBC**”).

Our Company is committed to offering highest quality products and services to you at all times.

However, this doesn't guarantee that complaints relating to our products, or our staff will not arise from time to time. If you are not satisfied with our products/services, you can submit your complaint and offer us the opportunity to improve, resolve any problem and ensure it does not repeat in the future.

Our Back Office team are committed to creating fair outcomes for all customers, actively seeking to ensure that unfair outcomes do not occur and supporting the Company's no appetite for systemic unfair customer outcomes.

## 1. How to submit a complaint?

If you have a complaint relating to our products, service provided by us or by one of our associates, please let us know as soon as possible. Our goal is to continually improve the service we provide and any comments you may have could help us achieve that.

We are committed to effective and efficient client complaint management and strive to manage all complaints in a responsible, transparent, timely and fair manner.

A complaint can be made either through mail or letters arriving at the premises of the Company or through email.

You can submit a complaint:

### ***Via e-mail***

By sending email to the email address: [complaints@mglwallet.com](mailto:complaints@mglwallet.com)

### ***Via Mail***

Alternatively, you can post the Complaint to the below address:

Back Office

71 Agias Fylaxeos &, Arch. Makarios III Avenue, Safe Bulkens Tower, Office 201, 3087, Limassol, Cyprus

## 2. Complaints Management

After the receipt of your complaint, our Back Office will send you a written acknowledgement to inform you that the Company is in the receipt of your complaint and that it will be investigated in a timely manner. The written acknowledgment is normally sent automatically if your complaint is submitted by email or no later than 15 days from the date of the receipt in case of submission via mail.

In exceptional situations, if the answer cannot be given within 15 business days for reasons beyond the control of the Company, it shall be required to send a holding reply, clearly indicating the reasons for a delay in answering to the complaint and specifying the deadline by which the User will receive the final reply. In any event, the deadline for receiving the final reply shall not exceed 35 business days.

Our Back Office will examine your complaint seriously and conduct relevant internal investigation in cooperation with other relevant departments of the Company.

Upon completion of the investigation, you will be informed by the Back Office on the proposed solutions/answers. We aim to respond to all complaints within 15 working days from the receipt of the complaint. In exceptional situations, where your complaint is more complex and requires further investigation from our end, we will keep you up to date regarding the progress of investigation, current status and reasons for delay and specifying the deadline by which you will receive the final reply.

You will receive our final response no later than 35 days from the date of the initial receipt of your complaint.

In the case you have not received our response within 35 days from the date of the initial receipt of your complaint or you have received our response but you are not satisfied with it, you have the right to submit your complaint to the Financial Ombudsman of the Republic of Cyprus or any other Alternative Dispute Resolution Body within 4 months from the date of receipt of the response.

### ***Via Financial Ombudsman:***

15 Kypranoros Street, 1061 Nicosia, Cyprus

T: +357 22848900 / F: +357

22660584 Complaint Form: click [here](#)