Complaints Policy

E-Finance is committed to providing high-quality services and addressing client needs and concerns in a prompt and efficient manner. The Company aims to handle and resolve all complaints in a fair, consistent, and timely way.

For the purposes of this Policy, a “complaint” is defined as any expression of dissatisfaction submitted by a client in relation to the services provided by E-Finance.

Procedure

Filing Complaints

Clients may submit complaints free of charge via email at the following address:

Email: support@e-finance.pro

Receiving Complaints

Upon receipt of a complaint:

- The complaint will be recorded in the Company’s internal system and assigned a unique reference number;
- The complaint will be forwarded to the appropriate department within five (5) working days;
- The client will be informed of the department or individual responsible for handling the complaint;

Where possible, minor complaints may be resolved immediately. However, staff members must not:

- Make binding commitments on behalf of the Company;
- Address legal or regulatory matters (such as best execution issues);
- Commit to any action before a formal investigation has been completed;

Complaint Details

The Company will maintain records of:

- The client’s name and contact information;

- Full details of the complaint, including relevant facts, causes, and expected outcomes;
- Actions taken and the results of the investigation;
- Dates of all related communications and events;

Personal data will be processed solely for the purpose of handling complaints and will be protected in accordance with applicable data protection legislation.

Handling Complaints

All complaints will be thoroughly investigated by the relevant department. This process may include:

- Reviewing internal records, such as emails and system data;
- Verifying information with relevant personnel;
- Requesting additional information from the client, where necessary;

The client will be kept informed throughout the investigation process.

Upon completion of the investigation:

- A report will be prepared outlining the findings and any recommendations;
- Management will review the report and issue a final decision;

The Company aims to provide a response within one (1) month from the date of receipt of the complaint.

If additional time is required:

- The client will be informed of the reason for the delay;
- A final response will be issued within a maximum of three (3) months;

Escalation

If the client is not satisfied with the final response, they have the right to escalate the complaint to the relevant regulatory or supervisory authority.