



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

Wipplingerstrasse 34 (office 37), 1010 Wien, Austria  
Customer Services: [service@fibogroup.com](mailto:service@fibogroup.com), phone: +43 (1) 253 084 05 81,  
fax: +43 (1) 253 672 23 901

Austria,  
Wien,  
Wipplingerstrasse 34 (office 37), 1010  
service@fibogroup.com,  
tel: +43 (1) 253 084 05 81,  
fax: +43 (1) 253 672 23 901

## **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  
Wipplingerstrasse 34 (office 37), 1010 Wien, Austria
- Send the e-mail to service@fibogroup.com
- Send the letter by fax: +43 (1) 253 672 23 901

You shall put in a Complaint Form:

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

A response will be provided within 10 working days.

In case if the Company need additional time to handle Your complaint, You will be informed about that. The maximum time for the final response is 3 months from the date a complaint is received. In case a client complaint is not settled within a 3 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.