

The following procedure has been adopted to ensure a fair and quick process for handling any complaints that may arise from our relationship.

## 1 Submitting your complaint

You may submit your complaint in writing, to the Compliance Officer of the company who is authorized to oversee the handling and investigation of all complaints. Complaints should be made in writing and may be sent to us as follows:

- a) By post or in person to: UK Admin Centre, 12 Riverside, Dogflud Way, Farnham, Surrey, GU9 7UG, UK.  
or
- b) by email to: [info@chasebuchanan.com](mailto:info@chasebuchanan.com)

## 2 Complaints Register

Upon receiving your complaint, we will register it directly to our internal register, giving it a unique reference number:

The unique reference number must consist of ten digits:

the first two digits are our code regarding the Transaction Reporting System – TRS;  
the following four digits define the year, and;  
the last four digits denote the number of each complaint serial number.

Every month, Chase Buchanan Ltd provides CySEC with information regarding the complaints it receives and how these are being handled.

## 3 Acknowledging your complaint

Chase Buchanan Ltd:  
We will acknowledge receipt of your complaint within five (5) business days.

You will be informed of your unique reference number and that should be used in all future correspondence with us, CySEC and/or the Financial Ombudsman relating to your complaint.

## 4 Handling of your complaint

We will review all complaints carefully, investigate fully the circumstances surrounding your complaint and try to resolve it without undue delay.

During the investigation process we will keep you updated of the progress. One of our officers may contact you directly (including communication by email or phone) to obtain further clarifications and information relating to your complaint. We will require your full cooperation to expedite the investigation and ultimate resolution of your complaint.

Chase Buchanan Ltd:  
We shall make every effort to investigate your complaint and provide you with the outcome of our investigation within two (2) months from the date you have submitted it to us. If your complaint requires further investigation and we cannot resolve it within two (2) months, we will issue a holding response in writing.

The holding response will indicate the cause of the delay and the period of time within which it is possible to complete the investigation. This period of time cannot exceed three months from the submission date of your complaint.

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Please send all correspondence to:  
Chase Buchanan, UK Admin Centre, 12 Riverside, Dogflud Way, Farnham, Surrey, GU9 7UG, UK  
Telephone: +44 (0) 1252 852 045 Email: [info@chasebuchanan.com](mailto:info@chasebuchanan.com) [www.chasebuchanan.com](http://www.chasebuchanan.com)  
Registered Address: Office 101, 2nd Floor, 1 Nikou Kazantzaki, Paphos 8035, Cyprus

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Jan 2024

## 5 Final decision

When we reach an outcome, we will inform you of it, together with an explanation of our reasons why, and any remedy measures we intend to take (if applicable).

If you are not satisfied with our final response, or we have been unable to provide you with a final response within the timescales above, in addition to your legal rights which you still retain, you may contact the Financial Ombudsman of the Republic of Cyprus to seek mediation for possible compensation, or CySEC as follows:

## 6 The Financial Ombudsman of the Republic of Cyprus

The complaint form to make your referral can be found at [www.financialombudsman.gov.cy](http://www.financialombudsman.gov.cy).

The form must be accompanied by a receipt for a payment of twenty euro (€20). Details for payment can also be found at [www.financialombudsman.gov.cy](http://www.financialombudsman.gov.cy).

Please be aware of the following conditions:

- a) You must have raised your complaint with us within fifteen (15) months of the date you became aware (or reasonably should have become aware) of the act or omission of Chase Buchanan that you are complaining about.
- b) You have allowed us the required timescales from the date we received your complaint to provide our final response.
- c) You are contacting The Financial Ombudsman of the Republic of Cyprus within four (4) months of receiving our final response, or within four (4) months from the date by which you should have received a final response (if not yet received).
- d) Chase Buchanan must have been legally in operation at the period referred to in the complaint.
- e) The transaction being complained about must fall under the supervision of the responsible supervisory authority.
- f) A decision on the same complaint has not already been issued by a Court of the Republic of Cyprus and/or a judicial procedure is not pending for the same complaint.

## 7 Contact details for The Financial Ombudsman of the Republic of Cyprus

Website: <http://www.financialombudsman.gov.cy>  
Email: [complaints@financialombudsman.gov.cy](mailto:complaints@financialombudsman.gov.cy)  
Postal Address: P.O. BOX: 25735, 1311 Nicosia, Cyprus  
Telephone: +357 2284 8900  
Fax: +357 2266 0584, +357 2266 0118

## 8 Contact details for the Cyprus Securities and Exchange Commission (CySEC)

You may raise your complaint with the Cyprus Securities and Exchange Commission (CySEC), however please note that CySEC does not have restitution powers and therefore does not investigate individual complaints. It is understood that your right to take legal action remains unaffected by the existence or use of any complaints procedures referred to above.

## Complaints form

Please use this form to submit your complaint to us. Complete and accurate information is required for the proper investigation and evaluation of your complaint. This form is only indicative and not exhaustive. We may request further information and/or clarifications and/or evidence about your complaint.

### Client information

Date  
Client information  
Full name  
ID or Passport number  
Country of nationality  
Legal entity name (in case the Client is a company)  
Account number

### Client contact details

Postal address

Code

Country

Telephone

Email

### Details of the complaint

Date the complaint was created

Employee who offered the services to the Client (if applicable)

Description of the complaint: (use a separate sheet if necessary)

I hereby certify and confirm that to the best of my knowledge, the information provided above is true, accurate, correct and complete.

Signed

Date

#### For official use only

Received on

Received by

Assigned to

To reply by

Please send all correspondence to:

Chase Buchanan, UK Admin Centre, 12 Riverside, Dogflud Way, Farnham, Surrey, GU9 7UG, UK

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