

COMPLAINTS HANDLING PROCEDURE



1. INSTRUCTIONS

Finductive Ltd (“Us/We”) strives to provide its customers (“You”) with an outstanding service and excellent customer care. We also value customer complaints as it assists us to improve the way we operate and deliver our services, always striving to improve. Thus, if you have a complaint, please do not hesitate to contact us in the manner set out below and we will do our utmost to resolve your issue.

2. HOW TO PLACE A COMPLAINT:

Complaints regarding Finductive’s products / services / customer care are to be sent via e-mail to: complaints@finductive.com

In order to help us understand and deal with your issue as quickly as possible, please ensure that the complaint contains a clear description of the facts surrounding your claim, supported by documents/ evidence where possible.

Upon receipt of a complaint, an e-mail of acknowledgement will be sent to you by the end of the following Business Day.

3. DEALING WITH YOUR COMPLAINT:

We will then investigate the matter and strive to provide you with a final response without delay, and in any case, by no later than fifteen (15) days from the date of the submission of the complaint. In the unlikely event that a final response cannot be provided within the expected time limits, you will be provided with information regarding the causes of such delay and an indication of when the investigation is likely to be completed.

4. FURTHER OPTIONS

If, upon receiving our final decision, you are still dissatisfied with our resolution, you may escalate your complaint to the Office of the Arbiter of Financial Services, by means of a formal letter addressed to:

The Office of the Arbiter for Financial Services
1st Floor, St Calcedonius Square
Floriana FRN 1530
Malta

Finductive aims to maintain the highest standards of quality in its service rendering and will hence take all necessary steps to ensure that any issues material to a complaint are not repeated in the future.