

# Zenfinex Africa

## COMPLAINTS HANDLING PROCEDURE

V1.0 - 4<sup>th</sup> September 2022

**Authorised and regulated by the Bank of Sierra Leone under Certificate Number  
BSL/SAL/2022**

Zenfinex Africa is a trading name of Stochastic Africa SL Ltd ("the Company", "the Firm", "we", "us" or "our") is a company registered in Sierra Leone under registration number 254900TJDVIP3D9ZQZ66, and the address of our registered office is at 148 Wilkinson Road, Freetown Sierra Leone. We authorised and regulated by the Bank of Sierra Leone ("BSL") under License Number BSL/SAL/2022. We provide our customers with foreign exchange contracts ("Forex") and Contracts for Difference ("CFDs") trading.

### **Our complaints policy**

Zenfinex Africa endeavours to offer its customers the highest standards of service in every aspect of its business, however there may be elements off our service that do not meet your satisfaction. In the unlikely event that you have a reason to feel dissatisfied, we need you to tell us about it. This will help us to improve our standards.

### **Our complaints procedure**

If you have a complaint, please contact us in the first instance at:

Complaints  
Zenfinex Africa  
148 Wilkinson Road, Freetown Sierra Leone.  
[compliance@zenfinex.com](mailto:compliance@zenfinex.com)

In case a client need to file a complaint to Zenfinex Africa, please provide contact details, contact person within Zenfinex and if applicable, details of the Zenifnex's employee involved and detailed description of the facts underlying the complaint.

### **What will happen next?**

- We will send you an acknowledgment that we have received your complaint, enclosing a copy of this procedure.
- We will then investigate your complaint. This will usually involve passing your complaint to our Compliance Department, who will review the matter and speak to any member(s) of staff involved.
- Your complaint will be fully investigated and a response issued.

### **Within 8 weeks**

We will contact you to either:

- Accept the complaint, and where appropriate offer redress; or
- Offer redress without accepting the complaint; or
- Reject the complaint giving reasons for doing so; or
- Contact you to explain why Zenfinex is still not in a position to make a final response, we will provide reasons for the delay and indicate when we expect to be able to provide a final response.