



GG INVESTMENTS

**COMPLAINTS
HANDLING
PROCEDURE**

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1. INTRODUCTION

1.1 The purpose of this document is to outline the procedure that GG Investments (the Company) follows in relation to addressing and resolving any complaints from Clients in a fast and effective manner.

2. SUBMISSION OF A COMPLAINT

2.1. A complaint must be raised in written form and submitted via email to info@gginvestments.ae. This email will also be specified on the GG Investments Website.

A complaint must be written in a clear and understandable manner in order to be processed. The Client shall not use inappropriate or offensive language or an emotional description of an issue.

The following information must be submitted together with a complaint:

- Account number;
- Full name and surname;
- Details of the problem/issue;
- Affected transaction number (if applicable);
- Date and time of subject issue.

3. ACKNOWLEDGEMENT

GG Investments will acknowledge receipt of your complaint.

GG Investments has outlined the following set of rules that will be followed by responsible employees in order to ensure timely, effective and appropriate measures to be implemented in relation to a specific issue:

- After the Client has lodged a complaint and received an acknowledgement, he/she will be contacted by an GG Investments employee. Details of the complaint must be recorded as soon as it is received from the Client;
- GG Investments shall take all appropriate measures to investigate, address and resolve the complaint;
- After the investigation is concluded, GG Investments shall inform the Client about the outcome, and explain in clear and understandable way the further options that are

available to the Client depending on whether the complaint has been upheld or not, and whether the Client agrees with the resolution.

- GG Investments shall always aim to resolve complaints in an amicable and professional business manner.