

## **COMPLAINTS PROCEDURE**

If you have a query or you are dissatisfied, your first point of contact should be our Customer Support team via email [customerservices@cccapi.ky](mailto:customerservices@cccapi.ky) or telephone (+1 345 769 1890)

For us to investigate your complaint quickly and efficiently, we need as much information from you as possible. This includes:

- your name and client reference number (if you have one)
- a clear description of your complaint
- details of any requests you may have (i.e. what you would like us to do to resolve your complaint); and
- copies of relevant documents, such as emails or screenshots.

Our Customer Support team will try to resolve your concern as quickly as possible. If you are happy with their proposed resolution of your case, we will treat your complaint as resolved.

If you are unhappy with the Customer Support team's proposed resolution, all of the details relating to your complaint will be sent to our Compliance department. The Compliance department will:

- Promptly send a written acknowledgement to you via email
- Investigate your dispute competently, diligently and impartially
- Keep you informed of the progression of its investigation of your complaint
- Send a 'final response' within 14 days after the complaint was received with its findings and conclusions. The final response will confirm whether the complaint should be upheld and whether or not any redress or remedial actions are proposed

The Compliance Department (who undertake the complaints management function) can be contacted at [compliance@cccapi.ky](mailto:compliance@cccapi.ky)