



*Michael Grech*

FINANCIAL INVESTMENT SERVICES

# COMPLAINTS HANDLING POLICY

VERSION 1.1 10/02/2023

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## Revisions Log

Version	Date Issued	Details
1.0	15/10/2007	Part of Procedures Manual
1.1	10/02/2023	Extraction from the procedures manual

## Abstract

Michael Grech Financial Investment Services Limited (“MGF” or the “Company”) is engaged in the provision of investment services to prospective and existing clients, which may be classified as Retail, Professional or Eligible Counterparties. The main products offered by the Company range from dealing in transferable securities (equities, bonds), foreign exchange acquired or held for investment purposes, money market Instruments and units in collective investment schemes (UCITS or UCITS equivalent). Such products may be traded on both local and foreign markets. The Company offers the service of reception and transmission of orders, placing of Instruments without a firm commitment basis, execution of orders and investment advice. It also offers the option of trading the products on a nominee basis.

MGF is licensed as a Category 2 Investment Services company by the Malta Financial Services Company. The Company also holds a Financial Institutions licence in terms of the Financial Institutions Act to offer the service of Money Broking as listed in the 1st Schedule of that Act. The Company has also been licenced as a Tied Insurance Intermediary of Mapfre MSV Life Plc to offer Long Term Business of Life and annuity and Linked Long Term. MGF is currently in the process of obtaining a licence to offer the services of discretionary portfolio management (“DPM”) to select clients.

Michael Grech Financial Investment Services Limited operates on the two largest islands of Malta’s archipelago, providing its service on the islands of Malta and Gozo.

Our presence in Malta consists of two fully staffed and serviced offices:

### Head Office (Gozo)

The Brokerage,  
Level 0A, St. Marta Street,  
Victoria, Gozo,  
Malta

### Branch Office (Malta)

95,  
Fleur de Lys Road  
Birkirkara  
Malta

Phone: (356) 22587000  
Fax: (356) 21559199  
Mobile: (356) 99494490  
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## 1. Aim

The purpose of the Company's Complaints Handling Policy is to establish acceptable practices regarding the handling and reporting of complaints received by the company.

## 2. Policy

A complaint is an expression of dissatisfaction received whether oral or written, justified or not, from or on behalf of an eligible complainant, about the firm's provision of or failure to provide a financial service. A request for information, clarification or service is not a complaint.

The company is committed to delivering high quality services and welcomes customer feedback on its products, services, performance and staff as a means of monitoring and improving service delivery to customers, as well as enhancing organisational effectiveness and efficiency.

The company is also committed to ensuring that all customer complaints are managed in a responsive, efficient, effective and fair manner. Complainants will be treated with respect and will receive a professional level of service throughout the complaint management process.

Together, the policy, procedure, personnel, and technology used by the company to receive, record, respond to and report on customer complaints.

Framework.

## 3. Treatment

The company will treat complaints as follows:

An acknowledgement letter will be sent to the customer within five business days as of the receipt of the complaint if the complaint cannot be closed before this timeline.

An update letter will be sent to the customer to inform the customer of the progress of the complaint.

A final letter will be sent to the customer containing information on the outcome of our investigation and the actions taken to resolve the complaint.

The customer is also informed of the existence of the Malta Financial Services Authority, should the outcome of the report not be deemed acceptable by the client.