



## COMPLAINT PROCEDURE

**GLOBAL FUNDS EXCHANGE EAD ("GLOBAL FUNDS EXCHANGE")** prides itself on providing the highest quality in client services, however, should any client of BMFN not be fully satisfied with our services we would like to hear about it and we provide our entire client base with the forum to do so. Our commitment to client services includes listening to any dissatisfaction our valued clients may have with our services or products and attempting to resolve any such complaints quickly and fairly.

As such, if you have a complaint regarding our services or product offerings, please inform us in any of the following ways:

<p>- <b>Mailing:</b> Sofia 1303, Vazrazhdane residential area, 84 "Aleksander Stamboliyski" Blvd., 3<sup>rd</sup> floor, office 12, Bulgaria, <b>via e-mail: <a href="mailto:office@gfex.bg">office@gfex.bg</a></b></p> <p>- <b>Telephone:</b> Sofia +359 2 401 26 36</p>
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Within your complaint please include:

- Your personal information (i.e. name, address and applicable account number);
- The reason for your complaint;
- Any relevant documentation available regarding the complaint;
- The action you would like taken by **GLOBAL FUNDS EXCHANGE** to rectify any issues you are communicating; and
- A valid email address for **GLOBAL FUNDS EXCHANGE** to reach you.

Once **GLOBAL FUNDS EXCHANGE** has received your complaint, whether via email, mailing or otherwise, you will be notified of its receipt and **GLOBAL FUNDS EXCHANGE's** intentions to provide you with a detailed response upon the completion of any necessary investigation. **GLOBAL FUNDS EXCHANGE's** goal is to respond to all client complaints via email within three (3) to (5) working days from the date of acknowledged receipt. That being said, should your complaint include a complex issue **GLOBAL FUNDS EXCHANGE** may be unable to respond as quickly as it would prefer. In such cases we will keep you

84 Aleksandar Stamboliyski Blvd  
Floor 3; Office 12  
Sofia, 1303, Bulgaria  
[office@gfex.bg](mailto:office@gfex.bg)



informed as to the status of your complaint and what actions are being taken in order to provide you with a clear and concise response.

If in the unlikely event that **GLOBAL FUNDS EXCHANGE**'s response is not satisfactory to you and extended communications still fail to produce an agreed upon outcome, **GLOBAL FUNDS EXCHANGE** will provide you with a written notice via email explaining its official stance on the issue.

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