

## Customer Feedback

We try our best to ensure that you are served well and in a speedy manner in MFEX service channels. Still, sometimes there are issues or incidents that happen. We would really appreciate any feedback that you could give us on the part of our customer service, products or services. Your findings help to improve our services and solutions.

If you have any questions, proposals or feedback on account of our service or products, please don't hesitate to contact your relevant sales or client service contact person at MFEX.

## Customer Complaint handling

We aim at handling all customer complaints as soon as possible and find a solution acceptable to all parties. Complaints can be made by e-mail to [complaints@mfex.com](mailto:complaints@mfex.com).

You will receive an immediate response about the way the complaint will be handled by MFEX. Generally, we handle the complaint promptly and you shall receive a response in writing within a period of 14 days from the time when the complaint was addressed to MFEX.

If the complaint requires more time to be investigated and handled we will nevertheless provide you with a status report with regards to the complaint handling within the 14 days period.

## If the offered solution does not meet your expectations

If you are not happy with the outcome of the complaints handling process, you will be informed about the possibility to appeal the MFEX decision.