

How to complain

We try to give our best to ensure that you are served well and fast in MFEX service channels. Still, sometimes mistakes 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, suggestions or criticism on account of our service or products, please don't hesitate to contact us:

- by e-mail to complaints@mfex.com at our homepage. If we are to disclose sensible contract-based information in our response, we shall send you the answer in an e-mail or contact you on the phone number available in our database.

Term for complaint proceedings

We aim at solving all client complaints as soon as possible and in a manner to ensure that you receive a proper answer your question.

Generally, we solve the complaint promptly or provide you feedback within two weeks; however, we will try to resolve the complaint as quickly as possible, on the complaints handling process and a prognosis on when the actual complaint may be resolved.

If your complaint is a more complicated one, requiring gathering of data and involving other specialists:

- we shall contact you in writing or by phone
- we shall inform you of the reason why we have not resolved or provided a final answer your complaint
- we shall inform you on the time when you will be contacted.

We keep you informed of the course of the proceedings, until the complaint is settled, and a solution/explanation found to your concern.

If the offered solution does not meet your expectations

If you are not happy with our answer of explanation, you may always contact us again and dispute the decision. Your inquiry will be handled by a senior manager. The manager will send you a written answer or contact you by phone. The solution by the senior manager is final.