

Client Complaints

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Disclaimer:

All documents issued by Radano (Beetoom) are written in English and they are translated in other languages. In the event of any conflict between the English version and a version in any other language, the English version shall prevail.

Introduction

Beetoom (hereinafter, “the Company”) is an International Business Company incorporated in St. Vincent and the Grenadines.

The Client Complaint Policy (hereinafter, the “Policy”) sets out the processes employed when dealing with complaints received from Clients.

A Client complaint is an expression of dissatisfaction by a Client regarding the provision of its service by the Company that did not resolved within 5 business days from receipt.

This Policy is an adjunct to the Company’s overarching general obligation to act honestly, fairly, and professionally, in the best interests of its Clients and to comply, in particular, with the applicable legislation when providing its services.

Procedure

How to File a Complaint

A Client can file a complaint by contacting the Compliance Department of the Company at complaints@beetoom.com providing at a minimum the below listed information:

- the identity of the Client who filed the complaint or grievance
- the identity of the employee that undertook to provide the service to the Client
- the department to which the relevant employee relates to
- the date of receipt of the complaint or grievance
- the details of the complaint or grievance – full description
- the extent of the potential loss that the Client claims has suffered
- the date and in summary, the content of the reply of the Company to the said complaint or grievance

Resolving Client Complaints or Grievances

Following the receipt of a complaint or a grievance by the Company, the Company shall confirm to the Client the receipt of the complaint or a grievance and immediately make efforts to resolve the complaint or grievance within 5 working days.

In the event that the issue has not been resolved within 5 working days the Client will receive a unique complaint reference number and be informed that he should use the said reference number in all future contact with the Company.

The Company will further inform the client that an initial answer/response to the complaint at hand should be expected four (4) weeks since the receipt of the complaint and that the Company will ensure that the complaint or grievance is resolved within eight(8) weeks from its receipt. In the event that the IF is unable to respond within two months, it informs the complainant of the reasons for the delay and indicates the period of time within it is possible to complete the investigation. This period will not exceed three months from the submission of the complaint.

If more than two months have passed from the date the complaint was filed and the Client has not received a final response, or the Client is dissatisfied with the final response received from the Company, then the Client is entitled to refer the complaint to the relevant authorities

All decisions relating to Clients' complaints or grievances shall be communicated to Clients in writing (including electronic mail) and copies shall be retained by the Company.

