KYC Policy

We, REIMAN-GROUP (the Company), have adopted this Complaints Procedure in order to ensure a fair and quick process for handling complaints that may arise from our relationship.

1. Submitting your complaint

You may submit your complaint in writing and address it to the Company.

You may use the Complaints Form attached herein and submit it electronically to support@reiman-group.com.

2. Handling of your Complaint

Once we receive your complaint we will review it carefully and will try to resolve it without undue delay. One of our officers may contact you directly in order to obtain further clarifications and information relating to your complaint. We shall need your cooperation in order to handle your complaint.

We shall try to reply within five (5) business days from the receipt of your complaint. If the complaint requires further investigation and we cannot resolve it within five 5 business days, we will issue a holding response in writing or other durable medium. When a holding response is sent, it will indicate when we will make further contact to inform you on the investigation process.

When we reach an outcome we will inform you of it together you with an explanation of our position and propose remedial measures we intend to take.

It is understood that your right to take legal action remains unaffected by the existence or use of any complaints procedures referred to above.

In the case where you are still not satisfied with the Company's final response, then you can refer it to the Financial Services Authority (FSA) in Seychelles for further examination.

The contact details for the FSA in Seychelles are set out below:

Address:	32 London Bridge St, London SE1 9SG, United Kingdom
Phone:	+44 (208) 157-6841
Website:	reiman-group.com

Reiman Group

COMPLAINTS FORM

DATE:

CLIENT INFORMATION
Name:
Surname:
Account number:

CONTACT DETAILS OF THE CLIENT
Postal address:
City/ province:
Postal code:
Country:
Telephone number:
Email:

DETAILS OF THE COMPLAINT
Date when the Complaint was created:
Employee who offered the services to the Client:
Description of the Complaint: