

COMPLAINT FORM

CLIENT DETAILS

First Name _____ Last Name _____
Address _____

ID/Passport No. _____
Telephone No. _____
E-Mail _____
Code Number _____
Signature _____

COMPLAINT INFORMATION

Description of the
product/service received _____

Reason of dissatisfaction _____

Please attach any supporting documentation

TEL +356 213 85 851
FAX +356 213 85 840
E-MAIL info@avm.com.mt
WEB www.avm.com.mt

Alpha Value Management Ltd
No.11, Level 2
Casal Naxaro, Labour Avenue
Naxxar, NXR 9021
Malta (EU)

Licence No 51941
for a Category 2
“Maltese Management Company”
Recognition Certificate
“Fund Administrator”

FOR OFFICE USE ONLY

Received by _____

Designation _____

Signature _____

Date _____

Complaint No. _____

NOTES

1. Complaints can be sent by one of the below means:
 - i. **Postal mail:** addressed to Complaints Department at:
 - Malta registered office at **Level 2, No. 11 Casal Naxxaro, Labour Avenue, Naxxar, NXR 9021, Malta** or
 - ii. our Italian Branch at **Via Ariete 18, 47923 Rimini, Italia**
 - iii. **E-mail:** backoffice@avm.com.mt
 - iv. **Fax:** 356 21385840

2. Should the client deem not satisfied by the response received by Alpha Value Management Ltd, the client may feel free to forward its complaint to the **Malta Financial Services Authority (MFSA)**.

3. Alpha Value Management Ltd ensures all its clients that any received claim shall be processed within thirty (30) days of its delivery.

DISCLOSURE PURSUANT TO ART. 13 DECREE LGS. No. 196/2003 (law reference search Maltese) ON THE PROTECTION OF PERSONAL DATA.

The information provided by filling out this form will be treated with confidentiality and will solely be used by Alfa Value Management Ltd. All data will be processed manually to ensure safety and confidentiality as in compliance with the provisions of the Legislative Decree 196/03, for all matters relating to the presentation and management of the complaint.

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Objective

Alpha Value Management Limited is committed to building long term and supportive relationships with the clients and therefore committed to being responsive to the needs and concerns of its customers. The following information provide guidance on the manner in which the Company receives and manages complaints. We are committed to being consistent, fair and impartial whilst keeping the client details strictly confidential when handling complaints.

What is a complaint?

A complaint is an expression of dissatisfaction made to our company by any one of our clients with regards to the services we provide.

How to Submit a Complaint

There are various ways to submit a complaint. This can be done by:

- Using our Complaint Form
- Accessing the Contact Us section in our website www.avm.com.mt
- By email to backoffice@avm.com.mt
- Calling our offices on +356 21385851
- By post at our Malta registered office **Level 2, No. 11 Casal Naxaro, Labour Avenue, Naxxar, NXR 9021, Malta**
- By post at our Italy Branch at **Via Ariete 18, 47923 Rimini, Italia**
- If you need any assistance in submitting a complaint kindly do not hesitate to contact us.

What information is required when making a complaint?

When submitting a complaint kindly provide us with the following information:

- The name in full, ID/Passport number, position and contact details
- Their relation with the Company
- The date, place and their contact person within the company
- The nature and details of the complaint – what gave rise to the complaint
- Copies of any supporting documentation (if applicable)

These details will be logged in an internal, confidential system.

Note: When the complaint is made verbally, the Company will issue a summary of the complaint and, if the issue was solved at that point in time, the course of action taken and send a request to the client to confirm, in writing, that the summary is correct and complete to their satisfaction.

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Complaint Acknowledgment

Once Alpha Value Management Limited receives your complaint, an acknowledgement will be sent in writing along with our complaints handling process.

Further to our acknowledgement, we will then contact you concerning the outcome and propose a course of action.

The Company is committed to resolving issues at the first point of contact; however, this will not be possible in all circumstances. Should the complaints investigation not be completed within two months of its receipt we will notify you by not later than seven working days from the end of the period informing you about the cause of delay and providing an indication as to when the investigation is likely to be completed.

Know your rights

If the complaint has not been resolved within the two month period and you are not satisfied with the progress of the investigation you may refer the matter to the **Consumer Complaints Unit** within the MFSA.

If when we provide you with a final decision this does not fully satisfy your demand, you may contact us in writing and we will discuss the outcome further. You will then have the option to maintain the complaint and ask us for further guidance.



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