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18/10/2023

CERTIFICATE OF COMPLETION

This is to certify that

Elena Ioannou

has successfully completed this course on

Complaints Handling 2023

CPD(s): 1 CPD (60 min)

Christos Drakos
Trainer
ACCA Member: ID. 2899022
CySEC Advance: No. 5134
CySEC AML: No. 5134
HRDA Trainer: No. 3951

Complaints Handling 2023

Outline of the course:

- This course is about Complaints Handling requirements and more precisely how to receive and handle complaints from retail clients in the financial services sector.
- The syllabus is verified by external subject matter experts and can be accredited by regulators and other bodies for 60 min CPD Units that approve education in financial regulation.

The purpose of this course is to:

- Recognise complaints and the importance of dealing with them appropriately
- Recognise how the Firm may receive complaints
- Know the procedure for handling complaints
- Follow the rules and etiquette for handling complaints
- Understand the role of the Financial Ombudsman of the Republic of Cyprus

Regulatory Framework:

- MiFID II
- Law 87(I)/2017
- Regulation 2017/565
- C338

Instructor:

Christos Drakos is currently CEO and Director to a number of Cyprus Investment Firms and Funds. He has extensive experience in Risk Management, Compliance and AML.
Christos is a certified trainer by HRDA (No. ΣΕΙΙ003951), has the Advance and AML Certificate by CySEC (No.5134) and Member of the ACCA (ID 2899022)