

Customer Complaints



fair-finance Asset Management Limited has established internal procedures for the timely and prompt handling of customer complaints. In the event that you are not satisfied with the services being provided to you, please contact us on any of the following:

fair-finance Asset Management

Il Piazzetta A, Suite 52, Tower Road, Sliema, Malta

Phone: 0356-222608-11

Mail: office@fair-finance-am.com

Website: www.fair-finance-am.com

The filing of a complaint is free. Incoming complaints are dealt with promptly and an attempt is made to find an adequate solution as soon as possible. Each complaint and the measures taken to resolve it are recorded and archived. We shall do our best to ensure that you are provided with the outcome of the complaint, or an update on our investigation thereof, within fifteen working days from receiving your complaint.

If you are still not satisfied with the way the complaint was resolved by us, you may refer the complaint to the Office of the Arbiter for Financial Services established under the Arbiter for Financial Services Act, and of alternative dispute resolution mechanisms in the case that a dispute remains unresolved.

For further information regarding this process please see <https://www.mfsa.mt/consumers/complaints/> and <https://financialarbiter.org.mt>, or directly seek contact via Freephone 8007-2366 or via complaint.info@financialarbiter.org.mt