

eurotrader

Complaints Handling Policy

November 2023

Complaints Handling Policy

Eurotrade Investments RGB Ltd

1- Purpose

Eurotrade Investments RGB Ltd (referred to as the 'Company,' 'we,' or 'us') is a Cyprus Investment Firm, duly licensed and regulated by the Cyprus Securities and Exchange Commission. We have established this Clients' Complaints Handling Policy ('Policy') to provide comprehensive guidelines for addressing Client complaints across all aspects of our services. This Policy is designed to offer transparent, accurate, and current information about the process of handling complaints.

This Complaints Policy is tailor-made to ensure a fair and expeditious resolution of Client Complaints stemming from their interactions with the Company. We are committed to addressing any expressions of dissatisfaction related to our financial services activities, whether provided or withheld.

To safeguard your interests and ensure a full understanding of our procedures, it is advisable to thoroughly review this policy along with any additional documents and information accessible through our website and client portal. This understanding is particularly crucial before opening a trading account or participating in trading activities with the Company.

The Company is dedicated to addressing your complaints or inquiries in a timely, equitable, and efficient manner. We follow a structured procedure, as outlined below, to ensure that your complaint or inquiry is resolved within reasonable time frames. Your satisfaction is our priority.

For undefined capitalized terms, please consult Schedule A ('Glossary') of the 'Client Agreement.'

2- Queries

In the event you are dissatisfied with our services or have account-related queries, you can contact our Customer Support Department through live chat, email, or telephone. The Customer Support Department will promptly assess your query and determine if it can be resolved immediately or requires further investigation, with most issues being resolved within 48 business hours. If you remain unsatisfied with the response, you may escalate your concern to our Compliance Department, following the process detailed in the 'Official Complaints' section.

3- Official Complaints

An official complaint pertains to a statement of dissatisfaction related to the provision of investment services and should be addressed to the Compliance Department, as specified in this Policy.

A complaint should include:

- your name and surname,
- your Account number,

- affected transaction number(s) if applicable,
- the date and time of the issue,
- and (v) an accurate description of the problem.

Complaints must be sent via email (compliance@eurotrader.eu) to the Compliance Department using the registered email of the Client or the Client's Appointed Representative, as soon as possible following the complaint's occurrence. We will acknowledge receipt of the complaint within **five (5) days**, providing you with a unique reference number. We commit to investigating and responding to your complaint within **two (2) months**. In exceptional cases where we cannot meet this timeframe, we will communicate the reasons for the delay and specify a completion timeframe not exceeding **three (3) months** from the complaint's submission.

Should our final response to your complaint be unsatisfactory, you have the option to contact the Financial Ombudsman of the Republic of Cyprus ('FOS') within **four (4) months** of receiving our final response. It is important to note that the FOS may decline to examine complaints submitted more than twenty-two (22) months from the date you became aware or should reasonably have become aware (as determined by the Financial Ombudsman), of the issue. Legal entities, trusts, or other entities may be subject to different provisions, and it is crucial to be aware of the relevant legal requirements.

In the Firm's final response, the Company will confirm the eligibility of the client to refer the complaint to the Financial Ombudsman Service.

The Financial Ombudsman Service's contact details are outlined below:

Contact Details of the Financial Ombudsman of the Republic of Cyprus:

Website: <http://www.financialombudsman.gov.cy>

Email: complaints@financialombudsman.gov.cy

By hand or by post to the address: 15 Kypranoros, 1061 Nicosia or P.O. Box. 26722, 1647 Nicosia

Phone Number: +35722848900

Fax: +35722660584, +35722660118

Clients' right to pursue legal action remains unaffected regardless of whether they use the Policy outlined above. Moreover, Clients can still choose to address their grievances with the Financial Ombudsman of Cyprus, as previously mentioned, as long as they do so within four (4) months after receiving the Company's final response.

When submitting a complaint, always reference the unique complaint number provided in Eurotrader's acknowledgment and response. In the event you remain dissatisfied with the Financial Ombudsman's decision, legal action may be considered as a last resort.

4. Complaints Monitoring

As a regulated entity, Eurotrader is required to maintain records of all received complaints, and we keep an internal register of complaints containing relevant information and progress updates. The Company submits information on all received complaints to CySEC monthly.

5. Review of the Policy

The Company conducts a periodic review of this Policy at least annually. The Company's Compliance Officer is responsible for keeping this Policy current and compliant with all relevant laws and regulations.

6. Record Keeping

All decisions related to complaints shall be communicated to complainants in writing and copies shall be retained by the Company. All documentation and information related to a Complaint will be retained for a minimum of five (5) years from the date of the Complaint's closure and/or termination of the business relationship with the Client.

Eurotrade Investments RGB Ltd

Kyrillou Loukareos 70, Kakos Premier Tower,
1st floor, 4156, Limassol, Cyprus

T: +357 25262826 | +357 25262705

www.eurotrader.eu | support@eurotrader.eu

Eurotrade Investments RGB Ltd is authorised and regulated
by the Cyprus Securities and Exchange Commission

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