

The background features a complex arrangement of geometric shapes and patterns. At the top, there's a large, semi-transparent grey circle containing a stylized candlestick chart with a yellow body and black wicks. To its right is a purple and pink polygon. Below these are several horizontal bars with different colors and patterns: a green bar, a black and white striped bar, and a yellow and purple bar. On the left, a yellow triangle points downwards. In the center-left, there's a purple square with a white document icon inside. On the right, a vertical grey bar with a white dot pattern is visible. At the bottom, there are purple and yellow triangles and a large, faint purple circle.

eurotrader

COMPLAINTS PROCEDURE FOR CLIENTS

Complaints

COMPLAINTS PROCEDURE FOR CLIENTS

We, Eurotrade Investments RGB Limited (hereinafter, 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.

The Client Complaints Procedure Notice (“The Notice”) is issued under Law 144(I)/2007 (The Cyprus Investment Services and Activities and Regulated Markets Law of 2007), and the European Parliament Markets in Financial Instrument Directive (“MiFID”).

The Company owns and operates the brand eurotrade. The company is authorised and regulated by the Cyprus Securities and Exchange Commission (Cysec) as a Cyprus Investment Firm (CIF License Number 279/15). The company is registered in Cyprus under the Companies Law, with registration number HE 317893. Its registered office is at JOC Business Centre, 124 Arch. Makarios III, 7550, Kiti, Larnaca, Cyprus

1. SUBMITTING YOUR COMPLAINT

You should address your complaint via email to support@eurotrader.eu. The email should contain your name, your trading account number and the nature of the complaint. Anonymous complaints will not be treated.

Once you successfully complete and submit your complaint, the Compliance Department of the Company shall handle and investigate your complaint.

2. ACKNOWLEDGING YOUR COMPLAINT

We will acknowledge receipt of your complaint within five (5) days from the receipt of your complaint and provide you the unique reference number of your complaint. The unique reference number should be used in all your future contact with the Company, the Financial Ombudsman and/or CySEC regarding the specific complaint.

3. HANDLING OF YOUR COMPLAINT

Once we acknowledge receipt of your complaint we will review it carefully, investigate the circumstances surrounding your complaint and will try to resolve it without undue delay. We shall make every effort to investigate your complaint and provide you with the outcome of our investigation within two (2) months from the date you have submitted your complaint to us. During the investigation process, we will keep you updated of the handling process of your complaint. One of our officers may contact you directly (including communication by email or phone) in order to obtain, where needed, further clarifications and information relating to your complaint. We will require your full cooperation in order to expedite the investigation and possible resolution of your complaint.

In the event that your complaint requires further investigation and we cannot resolve it within two (2) months, we will issue a holding response in writing or other durable medium. When a holding response is sent, it will indicate the causes of the delay and when the Company's investigation is likely to be completed. In any event, we shall provide you with the outcome of our investigation no later than one (1) month from the issuing of the holding response, depending on the complexity of the case and your cooperation. Please note that the Company shall consider your complaint as closed and cease the relevant investigation in case you fail to respond to our officers within the period of three (3) months from the date of the submission of your complaint.

4. FINAL DECISION

When we reach an outcome, we will inform you of it together with an explanation of our position and any remedy measures we intend to take (if applicable).

5. RECORDS AND ACTIONS

The Company shall maintain effective and transparent procedures for the prompt handling of complaints or grievances received from Clients. The Company shall maintain an internal register, where each complaint or grievance will be recorded as well as the measures taken for the complaint's/grievance's resolution.

The Compliance Department shall maintain all complaints, all relevant correspondence and documents related to complaints, for a minimum period of five years.

One copy of the complaint form is archived in the client's file and another copy is kept in a separate file ("complain/grievance file")

At the end of each month the CEO inspects the "complaint/grievance file" and ensures that the Heads of the Departments have taken all the required actions so as to prevent repetition of the same complains/grievances. The Compliance Officer shall ensure that the procedure manuals are updated to address and prevent any drawbacks in the Company's procedures that may cause malpractices and respectively Customer's Complaints.

The General Manager shall inform at least once a year the Board of Directors of all complaints / grievances received

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

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

Email: complaints@financialombudsman.gov.cy

Postal Address: P.O. BOX: 25735, 1311 Nicosia, Cyprus

Telephone: +35722848900

Fax: +35722660584, +35722660118

If you are not satisfied with the Company's final decision you may submit your complaint to the Financial Ombudsman of the Republic of Cyprus and seek mediation for possible compensation. It is important that you contact the Financial Ombudsman of the Republic of Cyprus within four (4) months of receiving a final response from the Company otherwise the Financial Ombudsman of the Republic of Cyprus may not be able to deal with your complaint. In the unlikely event that the Company was unable to provide you with a final response within the three (3) month time period specified above you may again contact the office of the Financial Ombudsman of the Republic of Cyprus no later than four (4) months after the date when we ought to have provided you with our final decision.

2. Contact Details of the Cyprus Securities and Exchange Commission:

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

General email: info@cysec.gov.cy

Postal Address: P.O. BOX 24996, 1306 Nicosia, Cyprus

Telephone: +35722506600

Fax: +35722506700

You may maintain your complaint with the Cyprus Securities and Exchange Commission, however please note that the Cyprus Securities and Exchange Commission does not have restitution powers and therefore does not investigate individual complaints.

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