



COMPLAINTS HANDLING PROCEDURE

MITRADE EU LIMITED

1. Introduction

- (1) Mitrade EU Limited (“**Mitrade**” or “**we**”) an investment firm authorised and regulated by the Cyprus Securities and Exchange Commission (the “**CySEC**”) under license no. 438/23, maintains policies and procedures for the fair and prompt handling of complaints that may arise from our relationship with a client.
- (2) The purpose of this Complaints Handling Procedure is to inform Mitrade’s clients about the complaint submission process and to outline the steps that Mitrade will take for handling and resolving such complaints.

2. How To Complain

- (1) A complaint is a statement of dissatisfaction by a client regarding the provision of investment and/or ancillary services provided by the Company. If you are dissatisfied with any aspect of our services, in the first instance you should contact in writing our Customer Support Department through live chat or via email at cs.eu@mitrade.com.
- (2) If our customer service team is unable to resolve your issue or you are not satisfied with the response received, you may ask them to treat it as a formal complaint. Alternatively, you may submit your complaint to our Compliance Department via email to complaints.eu@mitrade.com.
- (3) The complaint must be sent from your registered email, at your earliest convenience and shall include the following information:
 - your name and surname;
 - your trading account number;
 - full description of the complaint/issue including dates and any affected transactions.

3. Handling Process and Response

- (1) We will acknowledge within five (5) business days, the receipt of your complaint and will provide you with a unique reference number, that shall be used for all your future communication with Mitrade, the Financial Ombudsman and/or CySEC regarding the specific complaint.
- (2) The Compliance Department will carry out an impartial investigation of your complaint and respond to you in writing within two (2) months from the date you have submitted your complaint, informing you about the outcome of the investigation, including any required explanations and any remedy measures we intend to take, if applicable.
- (3) In the unlikely event that we are unable to respond within two (2) months, we will inform you about the reasons of the delay along with the estimated period of time where it is likely to complete our investigation. In any event, we shall provide you with the outcome of our investigation no later than three (3) months from the initial date of submission of the complaint.

4. Next Steps

- (1) In case our final decision does not fully satisfy your demands or in case we are unable to provide you with our final response within the three (3) month period mentioned above, you may be eligible to take your complaint to the Financial Ombudsman of the Republic of Cyprus (“**FO**”). It is important to contact the FO within four (4) months from the date you received or should have received our final response, otherwise the FO may not be able to deal with your complaint.

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

- (2) Alternatively, you may be able to refer your complaint through Alternative Dispute Resolution (“ADR”) mechanism. For more information, please refer to the [European Commission’s Online Dispute Resolution Platform](#).
- (3) In the event you are not satisfied with the decision of the FO or the ADR, you may take civil action as an option of last resort through the Courts of the Republic of Cyprus.
- (4) Further information as to the procedure you need to follow can be found on CySEC’s website at <http://www.cysec.gov.cy/en-GB/complaints/how-to-complain>.



MITRADE EU LIMITED IS INCORPORATED IN THE REPUBLIC OF CYPRUS, WITH REGISTRATION NUMBER HE 420923 AND REGISTERED ADDRESS AT 79, SPYROU KYPRIANOU AVE., MGO PROTOPAPAS BUILDING, 1ST FLOOR, 3076, LIMASSOL, CYPRUS. MITRADE EU LIMITED IS AN INVESTMENT FIRM, AUTHORISED AND REGULATED BY THE CYPRUS SECURITIES AND EXCHANGE COMMISSION (CIF NO.438/23).