

COMPLAINTS PROCEDURE FOR CLIENTS

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We, **Eurotrade Global Ltd** (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 Company owns and operates the brand Eurotrade.com. The company is registered in Marshal Islands under the Companies Law, with registration number 92512

1. SUBMITTING YOUR COMPLAINT

You should address your complaint via email to support@eurotrader.com. 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.

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.

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