

COMPLAINTS PROCEDURE

UR Trade Fix Ltd

Previous Version Date:	April 2020
Current Version:	September 2020
Next Review Date:	September 2021

1. The Company

We, UR Trade Fix 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.

UR Trade Fix is authorised and supervised by the Cyprus Securities and Exchange Commission as a Cyprus Investment Firm (CIF License Number 282/15). UR Trade Fix is registered in Cyprus under the Companies Law, with registration number HE 336677 with registered office is at Athalassas 62, Mezzanine, Strovolos, 2012, Nicosia, Cyprus.

2. Submitting your Complaint

You may submit your complaint in writing and addressed to the **Complaints Department** of the Company, the responsible department to handle and investigate complaints that may be submitted to them from our Clients.

You are encouraged to use the **Complaints Form attached as Appendix 1** and submit it in the following way:

- a) By submitting the Complaints Form electronically at the following email address: complaints@tradeo.com

3. 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.

4. 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 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.

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 we will require your full cooperation in order to expedite the investigation and possible resolution of your complaint. 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.

5. Final Decision

The outcome of your complaint, together with an explanation of our position and any remedy measures we intend to take (if applicable), shall be communicated to you within the above timeframes.

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.

A. 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

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.

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

Website: <https://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.

Appendix 1:

COMPLAINTS FORM

Personal Details

Full Name:	
Address:	
Account Number:	
ID/Passport number:	
Phone (Include Country Code):	
E-mail address:	

Details of the Complaint

Nature of the Complaint: (e.g Terms of contract, fees, charges, technical problem, service level, or if other please specify)	
Complaint date:	
Event date:	
Have You Communicated With Customer Support in relation to the Problem? If yes, include date, name of person and outcome Date.	
Summary of the complaint : Please include all supportive documentation to your complaint, if available.	