



# CLIENT'S COMPLAINTS OR GRIEVANCES PROCEDURES

 **RoboMarkets**

ROBOMARKETS LTD  
169-171 Arch. Makarios III Ave., floor 8,  
3027, Limassol, Cyprus



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## Client's Complaints or Grievances Procedures

With aim to properly maintain effective and transparent procedures for the prompt handling of complaints or grievances received from *Retail Clients* or potential *Retail Clients*, the Company has implemented next procedure.

Client wishing to submit a complaint/ grievance may do so by following the below instructions:

1. The Client has the possibility to fill the respective "Client's Complaints Form" which he/she can find in "Members area" or in Annex 1 to this document.

"Client's Complaints Form" consists from next fields:

- the identity of the Client who filed the complaint or grievance;
  - the identity of the employee that undertook to provide the service to the Client;
  - the department to which the relevant employee relates to;
  - the date of receipt of the complaint or grievance;
  - the details of the complaint or grievance – full description;
  - the extent in financial terms of the potential loss that the Client claims has suffered;
  - the date and in summary, the content of the reply of the Company to the said complaint or grievance.
2. Send the completed Form to Administration/Back Office Department by email: [info@robomarkets.com.cy](mailto:info@robomarkets.com.cy) or by fax: +357-25-580077, along with a copy of any additional documentation that would be relevant to the complaint.
  3. Upon receipt of a Client Complaint Form, the Company will send an initial response letter to the complainant within a reasonable time, and generally within five (5) business days after receiving the complaint.
  4. The Company investigates the complaint/grievance within a reasonable period of time, within two (2) months in accordance with actual legislation, and communicates the result and/or final decision to the Client in writing.
  5. In highly unlikely cases, when the investigation is not completed within reasonable time, within two (2) months, the client is informed about the progress of the investigation and additional period of time of one (1) month is specified.
  6. If the Client is dissatisfied with Company's final response, either he/she can ask the Company to reconsider or the Client can refer the matter to the Financial Ombudsman Service or Cyprus Securities and Exchange Commission.

### Referral of unresolved complaint to the Financial Ombudsman

If you are an individual, or a legal entity, trust or charitable entity that can be categorized as a consumer under the legislation governing the creation and operation of an Alternative Dispute Resolution framework in Cyprus (Financial Ombudsman), you are entitled to escalate a complaint to the Financial Ombudsman if the solution or action taken / provided by the Company is not to your satisfaction.

A complaint to the Financial Ombudsman should be filed within 3 months from the receipt of the response from the Company if you are not satisfied with the resolution or if the Company does not respond at all.

TEL: +357-25-123275 FAX: +357-25-580077 EMAIL: [info@robomarkets.com.cy](mailto:info@robomarkets.com.cy) WEB: [www.robomarkets.com.cy](http://www.robomarkets.com.cy)

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169-171 Arch. Makarios III Ave., floor 8,  
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The Financial Ombudsman can be contacted as follows:

Address: 13 Lord Byron Avenue, 1096 NICOSIA

Phone: 22848900 (main number)

Facsimile (Fax): 22660584, 22660118

E-mail Complaints: [complaints@financialombudsman.gov.cy](mailto:complaints@financialombudsman.gov.cy)

Financial Ombudsman: [fin.ombudsman@financialombudsman.gov.cy](mailto:fin.ombudsman@financialombudsman.gov.cy)

The complaint form shall be accompanied by the evidence of the paid fee (€20).

The payment can be done at any of the following banks:

- (α) Co-operative Central Bank, IBAN: CY16 0070 1010 0000 0000 4002 8214;
- (β) Hellenic Bank, IBAN: CY78 0050 0109 0001 0901 7087 6401;
- (γ) Bank of Cyprus, IBAN: CY52 0020 0195 0000 3570 1944 4789.

For more information, please visit the website ([www.financialombudsman.gov.cy](http://www.financialombudsman.gov.cy)).

#### **Referral of unresolved complaint to the Cyprus Securities and Exchange Commission**

We are authorized and regulated by the Cyprus Securities and Exchange Commission (CySEC), who has set out specific rules for the handling of complaints. Our procedure is compliant with the CySEC rules but if you wish to obtain further information you can contact the CySEC as follows: <https://www.cysec.gov.cy/en-GB/investor-protection/how-to-complain/>

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**ANNEX 1 "CLIENT'S COMPLAINTS FORM"**

The Client	
Brokerage Agreement No	
Account No	
Date of the Complaint	
The details of the complaint (full description)	
The extent in financial terms of the potential loss that the Client has suffered	

On behalf of RoboMarkets Ltd

Employee of RoboMarkets Ltd	
The department of relevant employee	
Administration/Back office Department	
The date of receipt of the complaint	