

CLIENTS' COMPLAINT PROCEDURE

Fidelisco Capital Markets Ltd ("Fidelisco" or the "Company") is an investment firm regulated by the Cyprus Securities and Exchange Commission under license no. 181/12. The Risk Disclosure and Warnings 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**").

Fidelisco maintains effective and transparent procedures for reasonable prompt complaint handling for existing and potential retail clients, and we keep records of complaints and measures taken for complaint resolution. The purpose of this procedure is to ensure fair and consistent dealing with client complaints whilst striving to provide the highest level of customer service.

In the event that you have a complaint relating to any of your dealings with Fidelisco, then the following Complaints Procedure, as set out below, should be followed:

1. You should address your complaint via email to **complaints@fidelisco.eu**. The email should set out: your name, your trading account number and the nature of the complaint including date and trade number. Anonymous complaints will not be treated.
2. Upon official receipt of a complaint from the Company, a written acknowledgment is sent to the Client within five (5) business days from the date the complaint was made. The written acknowledgement sent by the Company to the complainant will include the complaint's unique ten (10) digit reference number, as well as details of the name and capacity of the person dealing with the complaint.
3. In case the investigation is not concluded within two (2) months following the submission of the complaint, the complainant will be informed in writing of the reasons for the delay and when he should expect completion of the investigation process (this period will not exceed three (3) months from the submission of the complaint).
4. The Company informs clients that they can also address their complaints to the CySEC and/or the Financial Ombudsman of the Republic. In doing so the client will use the unique ten (10) digit reference number send to him along with the written acknowledgement.

If you wish to refer the complaint to the 'Financial Ombudsman', and/or the CySEC please see below the relevant contact details:

Financial Ombudsman:

Address: 13 Lord Byron Avenue, 1096 Nicosia

Phone: 22848900 (main number)

Facsimile (Fax): 22660584, 22660118

E-mail:

- Complaints: complaints@financialombudsman.gov.cy
- Financial Ombudsman: fin.ombudsman@financialombudsman.gov.cy

CySEC:

Address: 27 Diagorou Street, 1097 Nicosia

Telephone: +357 22506600

Fax: +357 22506700

E-mail: info@cysec.gov.cy

Note: The Company shall cooperate with the CySEC and/or the Financial Ombudsman in case they carry out their own investigation in relation to a client's complaint.