



INVEZA CAPITAL LTD

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COMPLAINTS MANAGEMENT PROCEDURE

NOVEMBER 2021

INVEZA CAPITAL LTD (the Company) in order to keep up with the highest level of services and facilitate an effective and transparent procedure for the prompt handling of complaints, has set in place the following Complaints Management Procedure.

Accordingly, in case of a complaint, the client may fill the Client Complaint Form, which can be found in Annex 1 of this document.

The completed Form can be submitted through the Client cabinet or be sent to Customer Support e-mail support@inveza.com or to fax: +357-25-558112.

The description of the complaint in the Client Complaint Form will include the following information:

- the complainant's name and surname
- the complainant's trading account number
- the transaction number concerned, if applicable
- the date and time that the incident occurred
- a description of the incident
- the Company's employee/ department to which the complaint is addressed

A complaint must not include offensive language towards the Company, or towards an employee of the Company.

Upon receipt of a Client Complaint Form, the Company will send an acknowledgement of receipt letter to the complainant within a reasonable time, and generally within five (5) business days after receiving the complaint

The Company additionally at this stage communicates to the complainant the unique reference number of his/her complaint and informs him/her that he/she should use the said reference number in all future contact with the Company, the Financial Ombudsman and/or the Cyprus Securities and Exchange Commission (CySEC) about the specific complaint.

The Company investigates the complaint within a reasonable period of time, within two (2) months in accordance with current legislation, and communicates the result and/or final decision to the Client in writing. 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.

In case the Company's Final Response does not fully satisfy the complainant's request, then the Company will inform the complainant of his right to forward the complaint either to the Financial Ombudsman or to the Cyprus Securities and Exchange Commission.

A complaint to the Financial Ombudsman should be filled within three months from the receipt of the response from the Company.

The complaint can be submitted to the Financial Ombudsman in one of three (3) ways:

- a) By hand or by post to the address 15 Kypranoros, 1061 Nicosia or P.O. Box. 26722, 1647 Nicosia
- b) By facsimile (fax) to 22-660584 or to 22-660118
- c) By electronic mail (e-mail) to the address: complaints@financialombudsman.gov.cy

The complaint must be accompanied by a receipt of payment of the fee of twenty euro (€ 20). The payment can be made to one of the following accounts:

- (a) Hellenic Bank, IBAN: CY32 0050 0143 0001 4301 G437 0501 Swift Code & BIC Code: HEBACY2N
- (b) Hellenic Bank, IBAN: CY78 0050 0109 0001 0901 7087 6401 Swift Code & BIC Code: HEBACY2N
- (c) Bank of Cyprus, IBAN: CY52 0020 0195 0000 3570 1944 4789 Swift Code & BIC Code: BCYPCY2N

For more information please visit the website of the Financial Ombudsman of the Republic of Cyprus (www.financialombudsman.gov.cy)

If you would like to refer an unresolved complaint to the Cyprus Securities and Exchange Commission (CySEC) you may contact them at <https://www.cysec.gov.cy/en-GB/complaints/how-to-complain/ref/>

Annex 1

Client Complaint Form

Client Information	
Name	
Account Number	
Date of Complaint	
Transaction number(s) concerned (if applicable)	
Date and Time of Incident	
The Company's Employee/ Department to which the complaint is addressed	

Please describe the product or service you are complaining about as accurately as possible eg. evidence, amount and any other relevant information.

Complaint Details

Please enclose any other relevant documentation that may help us in our effort to resolve your complaint (for example screenshot, journal log of your trading terminal).

Signature	
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