

**TRADERNET LTD** ("the Company"), whose headquarters are at Vasileos Georgiou A, 35-35R Y&K PAPAS, Office 35E 4040, Limassol, Cyprus is authorized and regulated by the Cyprus Securities and Exchange Commission (CySEC) under license number 219/13.

The Company is committed to handle promptly and efficiently all Client's complaints or grievances.

Clients may submit their complaints or grievances, using the "Complaint Form", to the head of the Backoffice department. A "Complaint Form" may be submitted to the Company by email, fax or by post.

The Back-office department is responsible for handling customer's complaints or grievances. The duties of the Back-office department include the effective and efficient handling of customer's complaints or grievances so as to enable the Company to adopt and apply the required actions to prevent the repetition of the same complaints or grievances.

If the complaint or grievance involves the Back-office department then it is handled by the Executive Director. The Company shall maintain effective and transparent procedures for the prompt handling of complaints or grievances received from Clients. The Company shall keep a record of each complaint or grievance and provide a unique reference number of the complaint within five days.

The policy of the Company is to resolve the complaint/grievance within two months. In case, due to the nature of the complaint/grievance, the Company is unable to respond within two months, it informs the complainant of the reasons for the delay and indicates the period of time within it is possible to complete the investigation. This period of time cannot exceed three months from the submission of the complaint.

#### Contact details of the Head of the Back-office department:

Mrs Vera Matafononva

Telephone Number: +357 25257780

Email: V.Matafonova@tradernet.com

Address: Vasileos Georgiou A, 35-35R Y&K PAPAS, Office 35E 4040, Limassol, Cyprus

#### Contact details of the Executive Director:

Mr. Ilya Sakharov

Telephone Number: +357 25257780

Email: sakharov@tradernet.com.cy

Address: Vasileos Georgiou A, 35-35R Y&K PAPAS, Office 35E 4040, Limassol, Cyprus

#### Contact details of the Financial Ombudsman:

Address: 13 Lord Byron Avenue, 1096 Nicosia

Telephone Number: +357 22848900 Fax

Number: +357 22660584, +357 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)

Website: [www.financialombudsman.gov.cy](http://www.financialombudsman.gov.cy)

#### Contact details of the Cyprus Securities and Exchange Commission:

Address: P.O BOX 24996, 1306, Nicosia

<http://cysec.gov.cy/en-GB/complaints/>

COMPLAINT FORM

|                       |                              |   |                                    |                                 |
|-----------------------|------------------------------|---|------------------------------------|---------------------------------|
| Way of Communication: | <input type="checkbox"/> FAX | <input type="checkbox"/> Electronically | <input type="checkbox"/> Telephone | <input type="checkbox"/> Letter |
|-----------------------|------------------------------|---|------------------------------------|---------------------------------|

|  |       |          |         |          |
|--|-------|----------|---------|----------|
| <b>Client details</b>  |       |          |         |          |
| Name:  |       | Surname: |         |          |
| Legal Entity Name:   |       |          |         |          |
| Account Number:  |       |          |         |          |
| Address:   |       |          |         |          |
| Post Code:   |       | City:    |         | Country: |
| Telephone Numbers:   | Home: | Work:    | Mobile: | Fax:     |
| Email:   |       |          |         |          |
| <b>Brief Summary of the complaint</b>  |       |          |         |          |
| Description of product or service and/or department and/or employee you are complaining about (description, evidence, magnitude of damage and suggested way to be solved): |       |          |         |          |
|  |       |          |         |          |
| <b>Please enclose any other relevant documentation that may help us to handle the complaint.</b>   |       |          |         |          |

|            |       |
|------------|-------|
| Signature: | Date: |
|------------|-------|

**For internal use only**

Complaint received by: .....

Date of reception: ..... / ..... / .....

Reference number: .....

Department involved: ..... Employee involved: .....

Initial response to client: \_\_\_ Yes, \_\_\_ No                      Date: ..... / ..... / .....

**Initial Action Taken:** .....

.....

.....

Informed client of initial action taken: \_\_\_ Yes, \_\_\_ No                      Date: ..... / ..... / .....

Further Action Taken: \_\_\_ Yes, \_\_\_ No                      Date: ..... / ..... / .....

**Further Action Taken:** .....

.....

.....

File handed on to Compliance Officer: \_\_\_ Yes, \_\_\_ No                      Date: ..... / ..... / .....

Settlement of complaint: \_\_\_ Yes, \_\_\_ No                      Date: ..... / ..... / .....

**Summary of how the complaint was settled:** .....

.....

.....

Signature of responsible Officer: .....                      Date: ..... / ..... / .....