

COMPLAINTS PROCEDURE FOR CLIENTS

We, Exness (Cy) Ltd, have adopted this Complaints Procedure in order to ensure a fair and quick process for handling complaints that may arise from our relationship.

1. Submitting your complaint

You may submit your complaint in writing and addressed to the Complaints Management Function of the Company who is authorized to handle and investigate complaints that may be submitted from our Clients.

For filing a complaint to the Company, please complete the Complaints Form attached herein and submit it in any of the following ways:

- a) By sending by post or delivering in person the attached Complaints Form at the following address: P.O.Box 51035, CY-3500, Limassol, Cyprus.
- b) By submitting the Complaints Form electronically at the following email address: support@exness.eu .
- c) By Facsimile at +357 25 388992.

2. Acknowledging your Complaint

We will acknowledge receipt of your complaint within five (5) days from the receipt of your complaint.

3. Handling of your Complaint

Once we acknowledge receipt of your complaint we will review it carefully and will try to resolve it without undue delay. One of our officers may contact you directly (including communication by email or phone) in order to obtain further clarifications and information relating to your complaint. We shall need your cooperation in order to handle your complaint.

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 further clarifications and information relating to your complaint. We will require your full cooperation in order to expedite the investigation and possible resolution of 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.

We shall also assign to your complaint a unique reference number, and you shall use the said reference number in our communications or when contacting other authorities (see point 4).

4. Final Decision

When we reach our final decision we will inform you without delay and we will provide you with an explanation of our position and propose remedial measures (if applicable).

If you are still not satisfied with our final decision you may maintain your complaint by contacting, within four (4) months after we have provided you with our final decision, the Financial Ombudsman Service of the Republic of Cyprus and the Cyprus Securities and Exchange Commission

The contact details of the Financial Ombudsman are the following:

Website: <http://www.financialombudsman.gov.cy>

Office Address: 15 Kypranoros Str., CY-1061 Nicosia

Telephone: +357 22848900

Fax: +35722660584, +357 22660118

The contact details of the CySEC:

Website: <http://www.cysec.gov.cy>

Office Address: 27 Diagorou Str., CY-1097 Nicosia

Telephone: +357 22506600

Fax: +357 22506700

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.

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.

COMPLAINTS FORM

DATE:

CLIENT INFORMATION

Name:

Surname:

Legal Entity Name (in case the Client is a legal person):

Account Number:

CONTACT DETAILS OF THE CLIENT

Postal Address:

City/Province:

Code:

Country:

Telephone Number:

Email:

DETAILS OF THE COMPLAINT

Date when the Complaint was lodged:

Login details of the trading platform:

Date and Time of the trading platform:

Time Zone:

Tickets of all disputable positions and/or Pending Orders:

Employee who offered the services to the Client:

Description of the Complaint/disputable situation: (use a separate sheet if necessary)

FOR OFFICIAL USE ONLY

Received on:

Received by:

Assigned to:

To reply by: