



COMPLAINT HANDLING POLICY

V 1.0

IC Markets (EU) Ltd has adopted this Complaint Handling Policy in order to ensure a fair and quick process for handling complaints that may arise from our relationship.

1. INTRODUCTION

IC Markets (EU) Ltd aims to treat its Clients fairly in all aspects of its business and provide them with the highest standard of service that is expected from any European regulated Investment Firm. However, in the event that a particular aspect of our service falls short of your expectations, you may consider expressing your dissatisfaction.

2. SUBMITTING YOUR COMPLAINT

You may submit your complaint in writing and addressed to the Compliance Department of IC Markets (EU) Ltd, who is authorized to handle and investigate complaints that may be submitted to them from our Clients.

Please enclose with the below Form, any relevant supporting documents and pertinent information that you wish to be taken into account during the Compliance Department investigation and submit the Complaint Form via email to complaints@icmarkets.com. Kindly note that the Company's preferred Correspondence Language is English.

3. HANDLING OF YOUR COMPLAINT

Once we receive your complaint we will review it carefully and will try resolve it without undue delay. One of our officers may contact you directly 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 try to reply within five (5) business from the receipt of your complaint. If the complaint requires further investigation and we cannot resolve it within five (5) business days, we will issue a holding response in writing or another durable medium. When a holding response is sent, it will indicate when we will make further contact and inform you on the investigation progress.

When we reach an outcome, we will inform you of it together with any required explanations and any remedy measures we intend to take.

It is understood that your right to take legal action remains unaffected by the existence or use of any complaint procedures referred to above.

4. THE FINANCIAL OMBUDSMAN OF THE REPUBLIC OF CYPRUS

If you are not satisfied with the Company's final response, you have the right to refer the matter to the Cyprus Securities and Exchange Commission (electronically by following the Complaint's procedure on the CySEC website: <https://www.cysec.gov.cy/en-GB/complaints/how-to-complain/>) and/or by contacting the Financial Ombudsman Service (FOS). The FOS will only handle your

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complaint if IC Markets has been given the opportunity to handle your dispute in the first instance. You must notify the FOS.

The contact details of the Financial Ombudsman of the Republic of Cyprus are:

Address: 13 Lord Byron Avenue, 1096 Nicosia

Phone: +35722848900

Facsimile (Fax): +357 22660584, +357 22660118

Email: complaints@financialombudsman.gov.cy

Website: www.financialombudsman.gov.cy

The contact details of the Cyprus Securities & Exchange Commission are:

Address: 27 Diagorou Street, 1097 Nicosia

Telephone: +357 22506600

Fax: +357 22506700

E-mail: info@cysec.gov.cy

Website: www.cysec.gov.cy

The logo for IC Markets is centered on the page. It features the letters 'IC' in a large, light green, sans-serif font. Below the 'IC' is a grey, curved swoosh that resembles a stylized 'M' or a market trend line. Underneath the swoosh, the word 'Markets' is written in a large, grey, sans-serif font. The entire logo is semi-transparent and overlaid on the contact information for the Cyprus Securities & Exchange Commission.

Markets

IC Markets (EU) Ltd is a Cyprus Investment Firm, regulated by Cyprus Securities and Exchange Commission (CySEC), License No: 362/18 and Registration Number: HE356877. Registered Office Address: 141 Omonoias Avenue, The Maritime Centre, Block B, 1st Floor, 3045 Limassol, Cyprus

COMPLAINT FORM

Full Name [Redacted]

Surname [Redacted]

Legal Entity Name [Redacted]

(in case the Client is a legal person):

Account Number [Redacted]

(User ID)

ID Card / Pas. No [Redacted]

Date [Redacted]

CONTACT DETAILS OF THE CLIENT

Postal Address [Redacted]

City / Province [Redacted]

Code [Redacted]

Country of Residence: [Redacted]

Telephone Number [Redacted]

Email: [Redacted]

DETAILS OF THE COMPLAINT

Date and time when the Complaint was created: [Redacted]

Employee who offered the services to the client: [Redacted]

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

Complaint Category (i.e. execution of orders such as delay in execution):

Disputed Amount (if applicable) [Redacted]

Identification numbers or relevant orders and positions, if applicable: [Redacted]

Please indicate if you already have brought this matter to the attention of the company, to whom and when: