



Complaints Handling Procedure

We, Eightcap EU Ltd (hereinafter, the “Company”), have adopted the Complaints Handling Procedure in order to ensure effective, fair and transparent procedures for handling the complaints received from clients.

A complaint is a statement of dissatisfaction addressed to the Company by a natural or legal person relating to an investment service provided by the Company. A complainant is any person, natural or legal person who is presumed to be eligible to have a complaint considered by a firm and who has already lodged a complaint.

The complaints must be directed by the complainant to the Company’s Compliance Department by filling out the following Complaint form: [Complaint Form](#)

Please note that the Company may not accept complaints submitted by any other means/methods such as emails, telephone, etc.

In case we receive a notice through the line of communication established by us to receive complaints, but which does not fall within the definition of 'complaint' above and can be characterized as an enquiry; this shall be categorized as an enquiry rather than a complaint and will be forwarded to the relevant department to be handled accordingly. The complainant maintains the right to request for the re-classification of his enquiry as a complaint.

PROCEDURE

Submission of Complaint

A Client can file a complaint by completing the [Complaint Form](#)

Once you successfully complete and submit your complaint, the Compliance Department of the Company shall handle and investigate your complaint.

Acknowledgment of Complaint

We will acknowledge your complaint within 5 days of the receipt by sending you a unique complaint identification number. Please keep safe this number as it will be needed in your communication with us in relation to 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.

Investigation of 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 on the handling process of 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 response indicating 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 response of delay, 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.

Resolution

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 complaint procedures referred to above.