



# eToro (Europe) Limited

## Complaints Handling Procedure

### 1. SCOPE

**eToro (Europe) Limited**, hereinafter referred to as the ‘**Company**’ or ‘**eToro EU**’, maintains effective and transparent procedures for the reasonable and prompt handling of Complaints received from Complainants and keeps records of each Complaint as well as the actions taken to remedy any situation. eToro EU aim is to provide a high level of service to all of its Clients at all times and the Company value feedback of all kinds from its Clients and use it to enhance Company’s products and services.

### 2. INQUIRIES

2.1 If a Client has an Inquiry or concern regarding his/her trading account or activity with eToro EU, he/she may contact the Customer Support Department via the communication means referred to herein below:

- For Frequently Asked Questions (FAQ), please click [here](#)
- To open a ticket for the Customer Service department, please click [here](#)
- To chat with the Customer Service representative, please click [here](#)

The satisfaction of eToro’s EU Clients is a high priority. Thus, if a Client has inquiry or issue the Company appreciate the time give to resolve the matter.

The Company is committed in addressing and/or resolving Client’s inquiry or concern in a prompt manner and will provide a response within a reasonable timeframe.

The Company will carry out an impartial review of the inquiry to perform an assessment what did or did not happen and whether the Company acted fairly within its rights and have met its contractual and other obligations.

If the Company is unable to answer the inquiry or concern or the Client feel that the Company’s response is unsatisfactory, the Client may open an official Complaint to the Customer Service department by Completing the required information found in section 3.1. below.

The Client should ensure to fill in all the relevant fields in order for eToro’s EU team to be able to provide you with an accurate and fast response.

### 3. COMPLAINTS

3.1 Complaints can be submitted only by a registered user [here](#) and will include (i) Complainants name and surname and (ii) the user name of the account. Depending on the Complaints’ nature other information will be requested, i.e. (i) the affected [position\(s\) identification number\(s\)](#), if applicable, (ii) the date and

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time that the issue arose and (iii) an accurate description of the issue. The Complainant can upload supporting information and submit any further information in addition to above in the “Description” section, which is considered material of importance, to allow the Company to resolve the issue effectively and within reasonable timeframe.

- 3.2 In case the Company receives a registered Complaint as per section 3.1., but which does not fall within the scope of a Complaint, it may be re-classified as an inquiry; when this shall be classified as an inquiry it will be forwarded to the relevant department to be handled accordingly. The Complainant maintains the right to request for the re-classification of his/her inquiry as a Complaint, if this is relevant to the investment and/or ancillary services of eToro EU.
- 3.3 Once the Complainant files a Complaint, an electronic acknowledgement of receipt will be sent to the email address of the Complainant to notify that the Company has received the Complaint and is currently working on a resolution.
- 3.4 The Company upon examining the Complaint and upon reaching a decision in this respect, shall reply to the Complainant with the remedial actions to be taken or provide further clarifications, and the reasoning behind the Company’s decision, as applicable - without exceeding the period of two (2) months from the date of the receipt of the Complaint.
- 3.5 While investigating a Client’s Complaint, the Company takes into consideration the subject matter of the Complaint, the contents of the documents and/or the information submitted, and the evidence in the Company’s records. Further information relating to the Complaint may be requested from the Complainant within the two (2) months’ time frame, as necessary. In the event that a Complainant takes more than five (5) working days to respond, the two (2) month’s time-frame will be extended by the number of days in addition to the five (5) working days that the Complainant took to respond.
- 3.6 The Company will keep the Complainant updated on the progress of the submitted Complaint and a full written final response will be provided to the Complainant no later than two (2) months from the date of the submitted Complaint.
- 3.7 In the unlikely event that the Company is unable to respond within two (2) months, the Complainant will be informed of the reasons for the delay and the Company will provide indicative timeframe to Complete the investigation, without exceeding the period of three (3) months from the date of the submission of the Complaint.
- 3.8 If however, the Complainant feels that the Complaint was not resolved satisfactorily once the Company provided its Final Response, the Complainant is able to refer within four (4) months the Complaint to the Financial Ombudsman Service (hereinafter refer to as the ‘FOS’). More information can be found in section 4 below.
- 3.9 A Complaint will be deemed as resolved or settled where the Company has sent in writing a Final Response and/or further clarifications on the Final Response to the Complainant.
- 3.10 If the Complainant fails to reply to a communication (including the Final Response) from the Company for a period greater than one (1) month, the Company will consider the Complaint as closed. In cases that the

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Complainant will provide the Company with a valid reason for not responding to the Company's officers within the said period, the Company may reopen the relevant investigation.

## 4. NEXT STEPS

- 4.1 If a Client is not satisfied with the Company's final decision he/she may submit the Complaint to the FOS and seek mediation for possible compensation. Further information about the procedures for communicating with the FOS, can be found at <https://www.financialombudsman.gov.cy>.
- 4.2 Further information as to the procedure a Client needs to follow, can be found on <https://www.cysec.gov.cy/en-GB/complaints/how-to-complain/> . It should be noted that the Cyprus Securities and Exchange Commission has no restitution powers. Any disputes for which damages are claimed, should be submitted to the FOS.
- 4.3 When complaining, the Complainant should, at all times use the unique Complaint number that will be provided by the Company.
- 4.4 **All real cryptoassets trading services (long non-leveraged positions) are not regulated transactions and therefore, a Client may not refer the Complaint to the FOS. If a Complainant has a Complaint regarding real cryptoassets trading services or transactions, the Complainant should still send it to the Company, following the procedure described above in section 3.1. and the Company shall deal with the Complaint in accordance with the Company's standard procedure for regulated services.**

## 5. REPORTING AND RECORD KEEPING

All decisions related to the Complaints shall be communicated to the Complainants in writing and copies shall be retained by the Company. All the documentation and/or information related to the Complaint shall be maintained for a period of at least five (5) years calculated after the execution of the Complaint and/or termination of the business relationship with the Complainant.

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