

# PROCEDURE FOR RESOLUTION OF CLIENT COMPLAINTS

„Admiral Markets Cyprus Ltd“ yra įregistruota Kipro Respublikos „Department of Registrar of Companies and Official Receiver“ (<http://www.mcit.gov.cy>), registravimo pažymėjimo Nr. HE 310328. „Admiral Markets Cyprus Ltd“ yra įgaliota veikti pagal Kipro vertybinių popierių ir biržų komisijos (<http://www.cysec.gov.cy>), licencija Nr. 201/13 ir Finansinių priemonių rinkų direktyvos (ES direktyva Nr. 2004/39/EC) nuostatas.

## 1. Procedure

1.1. Clients shall file complaints in an electronic format, by sending a respective e-mail to [compliance@admiralmarkets.com.cy](mailto:compliance@admiralmarkets.com.cy)

1.2. Admiral Markets Cyprus Ltd may accept complaints in other formats if the requirement of the specified format is not practical or reasonable under the circumstances.

1.3. If a complaint is filed in other than the electronic format, the applicant shall be notified of the format requirements and the applicant shall be asked to submit the complaint in the electronic format, taking into account the principle of reasonableness.

1.4. The client shall provide the following information in the complaint:

- the client's name;
- kontaktinė informacija;
- account identification number;
- the time of the circumstances constituting the basis of the complaint;
- identification numbers of relevant orders and positions;
- a description of violation;
- a clear claim and, if possible, documents or copies of documents supporting the claim.

1.5. At the customer's request Admiral Markets Cyprus Ltd shall provide reasonable assistance for the formalization of complaints in the form of general guidelines.

1.6. Admiral Markets Cyprus Ltd shall have the right to refrain from reviewing a complaint that does not comply with the format requirements.

1.7. Complaints shall be filed within five (5) business days of the occurrence of the circumstances, which constitute the basis the complaint. Admiral Markets Cyprus Ltd has the right to refrain from reviewing a complaint that was filed after the aforementioned term.

1.8. Resolution of a complaint begins with the filing of the complaint by a client and ends with a response from Admiral Markets Cyprus Ltd to the applicant or with a compromise agreement.

1.9. Immediately after filing a complaint Admiral Markets Cyprus Ltd shall inform the client whether in writing or orally, or by other agreed means of communication of the complaint procedure and its deadlines, as well as in the case of refusal to hear the complaint and the reasoning behind it.

1.10. Complaints of natural persons shall be resolved within seven (7) business days from receipt of the complaint and legal entities within fourteen (14) business days from receipt of the complaint by Admiral Markets Cyprus Ltd.

1.11. If resolving is delayed due to complicated nature of the complaint or clarification of further circumstances, the applicant shall be notified thereof in a format which can be reproduced in writing, informing the applicant of the new term for response to the complaint.

1.12. Generally Admiral Markets Cyprus Ltd shall provide the customer with a written reply to a written complaint, unless the client's complaint is answered orally, and there is reason to assume that the client has no need for a written answer. Admiral Markets Cyprus Ltd may provide the answer to the client in any of the other agreed means of communication in an agreed format.

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