

We, **Tradeview Europe Ltd.** (hereinafter, the "**Company**" or "**Tradeview**"), have adopted this Complaints Procedure in order to ensure a fair and quick process for handling complaints that may arise from our relationship. The **Company** keeps a record of each complaint and the measures taken for the complaint's resolution.

How can I complain?

If you have any complaint about the instrument or conduct of the distributor or the person you have spoken to, you may lodge your complaint free of charge and either: 1. You may raise Complaints, Disputes and Comments via email, to the Complaints Handling Officer, who will be seeing into your complaint, to the email address: compliance@tradeview.eu OR 2. You may send your complaint in writing and via mail to our "Complaints Department, **Tradeview Europe Ltd.**, 157 Archbishop Street, Valletta VLT 1440, Malta".

What happens after I make a complaint?

We will make every effort to respond to your complaint within 15 days of receiving it. The resolution of some complaints may take longer, depending upon the research necessary to fully address the issues raised. We will keep you advised as to the status of your complaint and may require additional information from you.

If I am not satisfied, what can I do?

If you are not satisfied with the manner in which your complaint has been resolved, you may refer your complaint via post to the Financial Arbitrator, located at Office of the Arbitrator for Financial Services, First Floor, St Calcedonius Square, Floriana FRN 1530, Malta or via email to: complaint.info@financialarbitrator.org.mt.

What about my personal data?

Tradeview respects your rights concerning the personal data, including the processing and protection of them, in full compliance with the Malta Data Protection Act and other local and European relevant rules and regulations, including the General Data Protection Regulation.