

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 lodge a complaint?

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.**, Suite 3, 6th Floor, Airways House, High Street, Sliema SLM1549, Malta (Europe).

What happens after I make a complaint?

We will make every effort to respond to your complaint within 15 business days of receiving it. The resolution of some complaints may take longer, depending upon the nature of the complaint and the time required to fully address the issues raised. We will keep you advised as to the status of your complaint, and may contact you if additional information is required.

If I am not satisfied with the complaint resolution, what are my options?

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 Arbiter, located at :

Office of the Arbiter for Financial Services

First Floor, St Calcedonius Square, Floriana, Malta, FRN 1530

or via email to: complaint.info@financialarbiter.org.mt

What about my personal data?

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