

## **CLIENTS COMPLAINTS PROCEDURE**

O.Z.I.Online Zone Investment Opportunities (OZIOS) is a registered brand name of APME FX Trading Europe Ltd, a Cyprus Investment Firm regulated by the Cyprus Securities and Exchange Commission (CySEC) with License No 335/17.

### **1. Introduction**

APME FX Trading Europe Ltd ("the Company") has established and implemented an effective and transparent procedure for the reasonable and prompt handling of complaints and grievances received from clients.

### **2. Submitting your Complaint**

You may submit your complaint in writing and address it to the Compliance Department of the Company. Your Complaint will be directed to the Complaints Management, which is authorized to investigate and handle the complaints.

You are encouraged to use the Complaints Form attached herein and submit it in any of the following ways:

- a) By sending by post or delivering in person the attached Complaints Form at the following address: Spyrou Kyprianou 25, Floor 1/Office 103, 3070 Limassol, Cyprus
- b) By submitting the Complaints Form electronically at the following email address: [complaints@apmefx.com](mailto:complaints@apmefx.com)

### **3. Acknowledging your Complaint**

We will acknowledge upon receipt of your complaint within five (5) business days from the day we received your complaint. The Company will provide you a unique reference number of your complaint. The unique reference number is an alpha-numeric code which it includes the code of the Investment firm, they year and the serial number. The unique reference number should be used in all of your future ecommunication with the Company, the Financial Ombudsman and/or CySEC regarding the specific complaint.

### **4. Handling of your Complaint**

Once we acknowledge upon receipt of your complaint we will review it carefully, investigate the circumstances surrounding your complaint and will try to resolve it without undue delay.

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 of the handling process of your complaint. 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 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 holding response in writing or another durable medium. When a holding response is sent, it will indicate 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 holding response, depending on the complexity of the case and your cooperation.

In case you do not wish to co-operate with the Company as regards the investigation of your complaint, e.g. you do not provide any required data/ information in a reasonable period stated by the Company from the date of the submission of the Company's relevant request, please note that the Company shall consider your complaint as closed and cease the relevant investigation.

## **5. Final Decision**

You will be informed on the Company's final decision in respect to your official complaint and you will receive an explanation of the outcome. The Company will suggest remedial measures that it intends to take, which they will lead to a mutual adequate result (if possible).—

### **A. Contact Details of the Financial Ombudsman of the Republic of Cyprus:**

Website: <http://www.financialombudsman.gov.cy>

Email: [complaints@financialombudsman.gov.cy](mailto:complaints@financialombudsman.gov.cy)

Postal Address: P.O. BOX: 25735, 1311 Nicosia, Cyprus

Telephone: +35722848900

Fax: +35722660584, +35722660118

If you are not satisfied with the Company's final decision you may check with the office of the Financial Ombudsman of the Republic of Cyprus and seek mediation for possible compensation. It is important that you contact the Financial Ombudsman of the Republic of Cyprus within four (4) months of receiving a final response from the Company otherwise the Financial Ombudsman of the Republic of Cyprus may not be able to deal with your complaint.

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.

**B. Contact Details of the Cyprus Securities and Exchange Commission:**

Website: <http://www.cysec.gov.cy>

General email: [info@cysec.gov.cy](mailto:info@cysec.gov.cy)

Postal Address: P.O. BOX 24996, 1306 Nicosia, Cyprus

Telephone: +35722506600

Fax: +35722506700

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's procedures referred to above.



## **COMPLAINTS FORM**

### **CLIENT INFORMATION DATE:**

Name:	Surname:	Acc. Number:
Country:	City/Province:	Tel. Number:
Postal Address:		Post Code:
Email:		LEI (legal person):

### **FOR OFFICIAL USE ONLY**

Received on:	Received by:
Assigned to:	To reply by:

### **DETAILS OF THE COMPLAINT**

Date of the Complaint:	Employee Responsible:
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Description of the Complaint: (use a separate sheet if necessary)

Date of last update: September 2022