



orbex  
*Serving Traders Responsibly*

## COMPLAINT HANDLING PROCESS

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Orbex Limited is licensed by the "CYSEC" "license No.124/10"

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 [www.orbex.com.cy](http://www.orbex.com.cy)

## COMPLAINT HANDLING PROCESS

### 1. Purpose and Scope

The purpose of this Complaint Handling Process (“CHP”) is to provide client(s) of Orbex Ltd. (“Orbex”) or (“the Company”) with clear, accurate and up-to-date information about the Company’s complaints-handling process as well as information on how to submit a complaint, how to provide the information related to the transactions of the Client’s account(s), subject to the complaint, and the process incorporated by the Company when handling complaints.

### 2. Process

#### 2.1. How to submit a Complaint:

- The Client is required to submit his/her complaint formally and in writing to Orbex and in English Language, within one business day from the day of the incident, by completing the Company’s Complaint Form (“the Form”) available for download on the Company’s website and submitting the Form by email to: [complaints@orbex.com.cy](mailto:complaints@orbex.com.cy) or calling the company numbers available on the website.
- The Client must complete all fields of the Complaint Form and to provide any additional information if needed.
- In cases where the information provided by the Complainant/Client is insufficient, the Company may require to be provided with further information.

#### 2.2. Complaint Management:

Once a formal written complaint is received by Orbex, the Company will acknowledge receipt of the Complaint and will then begin the investigation/examination of the Complaint and notify the client with a Complaint Reference Number, whereby the resolution of the outcome is usually within Five (5) business days of receiving the Complaint. If for any reason, the Complaint cannot be resolved within the prescribed period, the Company will inform the Complainant/Client accordingly; other inquiries are not considered complaints.

The person responsible for handling the Complaint will:

- Gather and investigate all the relevant information and evidence regarding the complaint;
- Provide the Complainant/ Client with a response without any unnecessary delay.

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### 3. Important points to Note

- In the case the company did not come back to the Client during the prescribed period, Orbex will provide the Client with reasons relating to any delay indicating the estimated time period when any investigation/examination/feedback is likely to be completed and/or provided to the Client.
- The Complainant/ Client, if not satisfied with the resolution of the Complaint, may approach the Financial Ombudsman or any other legal proceeding in order to resolve the issues related to the complaint.
- It is understood and agreed by the Client that complaints received by Orbex will be dealt without a charge/fee on the Client, however, in the event that any complaint proceeds into a further legal action/proceeding, each party will be liable for their own costs/expenses unless directed otherwise by any court of law and/or regulatory body. In cases where the outcome of the proceedings is in the benefit of the Company, the Company may proceed with recovery of any legal expenses incurred.
- All complaints shall be treated with the confidentiality.

### 4. Important Contacts

#### 4.1. Orbex Limited

6, 82<sup>nd</sup> Street, Kato Polimidia, 4153, Limassol, Cyprus

Tel: + 357 255 888 55

Fax: + 357 255 888 53

Email: [Complaints@orbex.com.cy](mailto:Complaints@orbex.com.cy)

#### 4.2. The Financial Ombudsman of the Republic of Cyprus

The Financial Ombudsman can be contacted at:

13 Lord Byron Avenue, 1096, Nicosia

Phone: +357 22848900 (main number)

Telefax: + 357 226 605 84 / +357 226 601 18

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

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Financial Ombudsman: [fin.ombudsman@financialombudsman.gov.cy](mailto:fin.ombudsman@financialombudsman.gov.cy)

Website: [www.financialombudsman.gov.cy](http://www.financialombudsman.gov.cy)

### **4.3. Cyprus Securities and Exchange Commission**

27, Diagorou Street, CY-1097 Nicosia Cyprus or P.O BOX 24996, 1306 Nicosia

Tel: + 357 225 066 00

Fax: + 357 225 067 00

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

Website: <https://www.cysec.gov.cy/en-GB/complaints/how-to-complain/>

## COMPLAINT HANDLING PROCESS

### 5. Complaint Form

- Please complete the form in English language only, and send to [complaints@orbex.com.cy](mailto:complaints@orbex.com.cy)
- Please view the Complaint Handling Process. Account Number (If applicable):

Account Number (If applicable):	
First Name:	
Last Name:	
Telephone Number:	
Email:	
Identification Number:	
Subject:	
Date:	
Person contact from Orbex Ltd:	
Reference/Ticket/Deal Number:	
Description of the complaint:	
Additional Information:	

#### Acknowledgment

The Client hereby acknowledges and agrees receiving a reply from Orbex Ltd., within 5 business days from the day that the complaint is received by Orbex Ltd., provided that all relevant information has been provided by the Client. The Client hereby acknowledges and agrees that Orbex Ltd. shall process and deal with the complaints based on the facts related to each occurrence.

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