



COMPLAINT HANDLING POLICY

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

No. 6, 82nd Street, Ground Floor, 4153 Kato Polemidia, Limassol, Cyprus

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 info@orbex.com.cy

 www.orbex.com.cy

COMPLAINT HANDLING POLICY

1. Purpose and Scope

The purpose of this Complaint Handling Policy ("CHP" or "Policy") 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 policy and process.

The policy sets out the method for the submission of complaints within the Company from its Clients, the processes taken aiming to resolve promptly and transparently any potential inconveniences which may occur in the course of its business with the Clients and the record retention procedure adhered to by the Company in relation to those complaints. All complaints shall be handled with confidentiality, and fairness.

The Company shall take all necessary measures to efficiently resolve any matter arising from the provision of its investment and/or ancillary services to its Clients.

A complaint is an expression of dissatisfaction by Clients regarding the investment and/or ancillary services that have been provided to them by the Company. In the event that a Client is encountering such a dissatisfaction, then he is encouraged to follow the procedure described in this document.

This policy forms part of the Client's agreement, namely, the Orbex CFD's Client Agreement, thus the Client is also agreeing and is bound by the terms of this policy, as set out herein.

1.1. Policy

How to submit a Complaint:

Where the client has any queries regarding the platform, costs/fees, or needs technical support please contact us at support@orbex.com.cy.

- **By electronic means**

The Clients wishing to submit a complaint are advised to submit his/her complaint formally and in writing to Orbex and in English Language, within one (1) 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 or calling the company numbers available on the website.

- **By post**

Fill out and sign the form that you may find at the end of this document and send it by post at Orbex's Head Office address: No.6, 82nd Street, Ground Floor, 4153 Kato Polemidia, Limassol, Cyprus.

Please note that if you chose to send your complaint by post, receipt of the complaint might take up to 30 days.

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.

- **By phone**

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Contact directly your personal Account Manager at: +35725588855 for your issue to be best addressed. Our Customer Support Department will determine if your query can be resolved immediately or if it will require further investigation; if your query cannot be resolved immediately, we remain committed in addressing and/or resolving it in a prompt manner (usually within five (5) business days).

1.2. Required Information

For the Company to investigate your complaint or grievance, the following information is required:

- a) Full name;
- b) Contact information;
- c) Account identification number;
- d) Transaction or order number, if applicable;
- e) Date and time of the circumstances constituting the basis of the complaint;
- f) Identification numbers or relevant orders and positions;
- g) Description of issue.

1.3. What happens next?

Once a formal written complaint is received by Orbex, the Company will acknowledge receipt of the Complaint and provide you with a unique reference number within five (5) working days via e-mail in your registered e-mail address. This unique reference number shall be used for all future communication in relation to this matter between you as a Client, the Company, and/or the Financial Ombudsman, as applicable.

Company personnel may contact you directly to obtain further clarifications and/or information in relation to the complaint. Your cooperation is required for the handling of the complaint in question.

1.4. Complaints Investigation and Handling

The Company shall investigate the Complaint and a reply shall be provided to you within two (2) months 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. Any other inquiries are not considered complaints.

In the event that the Company is unable to respond within two (2) months to the Client, Orbex shall inform the Client of the reasons for the delay and shall indicate the period of time within which it is possible to complete the investigation.

This period of time cannot exceed three (3) months from the period of submission of the complaint 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 complaint will be treated as settled if we do not hear from you within four (4) weeks of receiving the Company's final decision on the issue.

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Additionally, in case where the Company's final decision in regard to the complaint does not fully satisfy your demands, you may contact the Financial Ombudsman (FO) of the Republic of Cyprus within four (4) months upon receipt of the Company's final response on the respective complaint.

Note however, that the FO has the right to refuse the examination of any complaint if, amongst other reasons, that complaint has been submitted to the Financial Ombudsman twenty-two (22) months from the date on which the Client has become aware, or ought to reasonably be aware (according to the opinion of the Financial Ombudsman) of the action or omission of the financial undertaking or of the fact that he had a basis for the submission of a complaint.

Also note that if a client is a legal entity, trust or otherwise, different provisions may apply, and you should become aware of the provisions of the relevant law.

Further information as to the procedure you need to follow can be found on <http://www.cysec.gov.cy/en-GB/complaints/how-to-complain>.

When complaining, a Client should, at all times, use the unique complaint number that will be provided in the acknowledgement and/or response by Orbex. In the event that you are not satisfied by the decision of the Financial Ombudsman, you may maintain your complaint through an Alternative Dispute Resolution (ADR) Mechanism and/or take civil action as an option of last resort.

It is further 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.

2. Amendment/Review

The Company will not be obliged to notify its Clients individually of changes of this policy. The Clients should refer to the Company's website for the latest and most up-to date version of the Policy, which will be applicable from the date of publication on the web.

3. Important Contacts

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3.1. Orbex Limited

6, 82nd Street, Kato Polimidia, 4153, Limassol, Cyprus

Tel: + 357 255 888 55

Fax: + 357 255 888 53

Email: Complaints@orbex.com.cy

3.2. 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

Financial Ombudsman: fin.ombudsman@financialombudsman.gov.cy

Website: www.financialombudsman.gov.cy

3.3. 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

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

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4. Complaint Form

- Please complete the form in English language only, and send to complaints@orbex.com.cy
- Please view the Complaint Handling Policy. 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 five (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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