FXPRIMUS COMPLAINT HANDLING PROCEDURE

Address: Primus Global Ltd | 25 Kolonakiou Street
Office 101 Zavos Kolonakiou Centre | 4103
Limassol | CyprusPhone: +357 25262084 |
Email: support@fxprimus.eu
Authorised & Regulated by CySEC, license no. 261/14 and
registration number HE 337614VAT no. 10337614L
FXPRIMUS.eu

1. INTRODUCTION

1.1 Primus Global Ltd (the "FXPRIMUS" or "Company") is a Cyprus Investment Firm (the "CIF") incorporated in the Republic of Cyprus under the Department of the Registrar of Companies and Official Receiver, holding a Certificate of Incorporation with Number HE 337614.

1.2 FXPRIMUS is authorised and regulated by the Cyprus Securities and Exchange Commission (the "CySEC") (www.cysec.gov.cy), with License Number 261/14 and the operations of the Company are governed by the Investment Services and Activities and Regulated Markets Law 87(I)2017, which transposes the Directive 2014/65/ EU on Markets in Financial Instruments ("MiFID II").

2. SCOPE AND PURPOSE

2.1 The Company requires to establish, implement and maintain effective transparent procedures as well as commit to resolve and investigate any client complaints. Our aim is to keep records of each complaint and any actions taken by the Company to remedy the situation, according to Paragraph 13 of the Directive DI144-2007-01 of 2012 of the Cyprus Securities and Exchange Commission. This Policy, sets out the method to submit a complaint to the Company and the processes followed by the Company's personnel when dealing with such complaints.

3. PROCEDURE

3.1 In the circumstance a client has an issue or grievance he can contact the Customer Support Department by sending an email regarding the issue including all relevant information to support@fxprimus.eu. The email should have the following:

- The client's name and surname
- The client's trading account number
- Clients register email with the company
- The date and time that the issue arose
- The affected transaction numbers, if applicable
- A clear description of the issue

3.2 As soon as the client receives feedback from the Company, he shall be required to thoroughly check the content of each document, including those sent electronically by the Company and/or made available on the Trading Platform. Such documents should be regarded as authoritative. Furthermore, if the Client believes that the Company's response was not satisfactory she can raise the issue to the compliance department by filing an official complaint. The complaint will be considered official only once the Complaint Form is completed and submitted by email to complaints@fxprimus.eu. The complaint form is available in the Client's member area. Upon receiving the complaint, the Company will register it directly to an internal register, giving it a unique reference number, which is communicated to the complainee and he can use the said reference number in all future contact with the CIF, the Financial Ombudsman and/or the CySEC regarding the specific complaint.

3.3 The Company shall acknowledge the Client's complaint within 5 business days and will determine if

the query can be resolved immediately or if it will require further investigation. The Company will have the obligation to investigate and cooperate with its relevant departments and according to its findings will contact the client informing him within the period of 15 business days after the initial reply. In the event that we cannot suggest a solution within 15 days, we shall then request for further 4 weeks in order to examine in depth all parameters of the complaint. Within these 4 weeks The Company will perform a further investigation and will possibly be contacting the Client for more information. This period of time cannot exceed 2 (two) months from the submission of the complaint.

4. FINANCIAL OMBUDSMAN SERVICE

4.1 The Financial Ombudsman is an independent service for settling disputes between CIF's and their clients. It is important to contact the Financial Ombudsman within 4 (four) months of receiving a final response from the Company otherwise the Financial Ombudsman may not be able to deal with your complaint.

The Financial Ombudsman website can be accessed via: http:/www.financialombudsman.gov.cy

5. COMPANY'S CONTACT DETAILS

5.1 Clients shall communicate with the Company with the communication methods described within this policy and/or at the following address:

Correspondence Address:
Primus Global Ltd
25 Kolonakiou Street | Office 101 Zavos Kolonakiou Centre
4103 Limassol
Cyprus

Customer Service:
Phone: +357 25 262084
E-mail: support@fxprimus.eu

Primus Global Ltd

Customer Service:

Phone: +357 25 262084
E-mail: support@fxprimus.eu

Complaint Handling Procedure
January 2024