

COMPLAINTS PROCEDURE FOR CLIENTS

We, Prime Markets S.A., have adopted this Complaints Procedure in order to ensure a fair and quick process for handling complaints that may arise From our relationship.

1 Submitting your Complaint

You may submit your complaint in writing and addressed either to Client Support or to the Compliance Department of Prime Markets S.A., who are both authorized to handle and investigate complaints that may be submitted to them from our Clients. You may use the Complaints form attached herein and submit it electronically at support@primemarkets.com.

2 Handling of your Complaint

Once we receive your complaint we will review it carefully and will try to resolve it without undue delay. One of our officers may contact you directly in order to obtain further clarifications and information relating to your complaint. We shall need your cooperation in order to handle your complaint.

We shall try to reply within five (5) business days from the receipt of your complaint. If the complaint requires further investigation and we cannot resolve it within five (5) business days, we will issue a holding response in writing or other durable medium. When a holding response is sent, it will indicate when we will make further contact and inform you on the investigation progress.

When we reach an outcome we will inform you of it together with any required explanations and any remedy measures we intend to take.

It is understood that your right to take legal action remains unaffected by the existence or use of any complaints procedures referred to above.

COMPLAINTS FORM

DATE:

CLIENT INFORMATION

Name:

Surname:

Account Number:

CONTACT DETAILS OF THE CLIENT

Postal Address:

City/Province:

Code:

Country:

Telephone Number:

Email:

DETAILS OF THE COMPLAINT

Date when the Complaint was created:

Description of the Complaint: