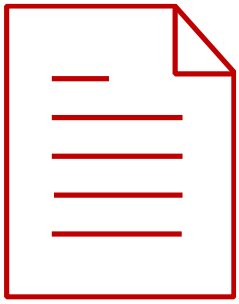
TICKMILL



Complaints Procedure for Clients

Tickmill Europe Ltd

October 2019

SCOPE

Tickmill Europe Ltd , hereinafter referred to as the 'Company' has adopted this Complaints Procedure in order to ensure a fair, transparent and quick process for handling complaints that may arise from our business relationship.

1. Definitions

A **complaint,** is a statement of dissatisfaction addressed to the Company, as indicated in the Procedure, by a natural or a legal person (the Complainant) in relation to one or more of the investment services provided by the Company.

A **complainant** is any person, natural or legal person, eligible to submit a complaint to the Company, and who has submitted an official complaint according to this Procedure.

A **query** is any question submitted to the Company via email, Live Chat, website contact form, or telephone and is related to the services provided by the Company. In the case that the Company receives a notice by the set communication methods established to receive complaints, but which does not fall under the definition of 'complaint' as described above and may be characterized as a query, then it will be categorised as a query and forwarded to the relevant department which will handle the query accordingly. However, in the case that the Complainant is not satisfied with the response received for the particular 'query' then he/she maintains the right to request the re-classification of his/her query as a complaint provided that the Complaints Form is completed and submitted in accordance to the Procedure.

2. Procedure

You may submit your complaint in writing and address it to the Complaints Management Function of Tickmill Europe Ltd who is authorized to handle and investigate complaints that may be submitted to them from our Clients. The Complaints management function shall handle efficiently any complaint received.

2.2 Submitting your Complaint

Please use the relevant *Complaints Form* attached herein and submit it in any of the following ways:

1. By sending by post or delivering in person the attached Complaints Form at the following address: **Kedron 9, Mesa Geitonia, 4004 Limassol, Cyprus**
2. By submitting the Complaints Form electronically at the following email address: **complaints@tickmill.eu**

Tickmill Europe Ltd is licensed and regulated by the Cyprus Securities and Exchange Commission as a Cyprus Investment Firm with License Number 278/15

2.3 Acknowledging your Complaint

We will acknowledge receipt of your complaint within **five (5)** business day(s) from the receipt of your complaint and provide you the unique reference number of your complaint. The unique reference number should be used in all your future contact with the Company, the Financial Ombudsman and/or CySEC regarding the specific complaint.

2.4 Handling of your Complaint

Once we acknowledge 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, we 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 (where needed) and information relating to your complaint. Please note that the Company shall consider your complaint as closed and cease the relevant investigation in case you fail to respond to our officers within the period of three (3) months from the date of the submission of 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.

When we reach an outcome, we will inform you of it together with an explanation of our position and any remedy measures we intend to take (if applicable).

The Company shall document and keep in its records the following information:

i. the identity of the complainant who filed the complaint
ii. the name, department and identity of the employee that undertook to provide the service to the Complainant
iii. the date of receipt of the complaint
iv. the details and full description of the complaint
v. the date and content of the Company's reply to the complaint

Tickmill Europe Ltd is licensed and regulated by the Cyprus Securities and Exchange Commission as a Cyprus Investment Firm with License Number 278/15

3. Final Decision

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 within four (4) months of receiving a final response from the Company otherwise the Financial Ombudsman may not be able to deal with your complaint.

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

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.

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

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

Email: complaints@financialombudsman.gov.cy

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

Telephone: +35722848900

Fax: +35722660584, +35722660118

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

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

General email: 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.

Tickmill Europe Ltd is licensed and regulated by the Cyprus Securities and Exchange Commission as a Cyprus Investment Firm with License Number 278/15

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

This is the form you need to fill in if you wish to submit your complaint to the Company. Complete, up-to-date as well as accurate information is required to be provided to the Company for the proper investigation and evaluation of your complaint.

Please note that the below Complaint Form is only indicative and not exhaustive. The Company may request further information and/or clarifications and/or evidence in relation to your complaint.

Date (dd.mm.yyyy):	

CLIENT INFORMATION

Name:	
Surname:	
Legal Entity Name (in case the Client is a legal person):	
Account Number:	

CONTACT DETAILS OF THE CLIENT

Postal Address:	
City/Province:	
Code:	
Country:	
Telephone Number:	
Email:	

DETAILS OF THE COMPLAINT

Tickmill Europe Ltd is licensed and regulated by the Cyprus Securities and Exchange Commission as a Cyprus Investment Firm with License Number 278/15

Date when the Complaint was created:	
Employee who offered the services to the Client:	
Date/Time of the disputed situation (in MetaTrader server time)	
Number(s) of all contested positions and/or pending orders:	
Detailed description of the Complaint (use a separate sheet if necessary):	

Please accompany this form with a screenshot of your Trading Platform if you feel it would further support your claim request.

☐ **I hereby certify and confirm that to the best of my knowledge, the information provided above is true, accurate, correct and complete.**

FOR OFFICIAL USE ONLY

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