

Procedure for Resolution of Client Complaints

Valid as of 14.03.2025

Admiral Markets AS is incorporated (registry code 10932555) in the Republic of Estonia and is authorised and regulated by the Estonian Financial Supervision and Resolution Authority – Finantsinspektsioon (License No. 4.1-1/46) and operates under the Securities Market Act, Markets in Financial Instruments Directive II (EU Directive 2014/65/EU), and other applicable EU legislation.

Procedure

1. Clients shall file complaints in an electronic format, by sending a respective e-mail to info@admiralmarkets.ee.
2. Admiral Markets AS may accept complaints in other formats if the requirement of the specified format is not practical or reasonable under the circumstances.
3. If a complaint is filed in any format other than the electronic format, the client shall be notified of the format requirements and asked to submit the complaint in electronic format, taking into account the principle of reasonableness.
4. The submitted complaint must contain the client's:
 - first and last name;
 - contact information;
 - trading account ID code;
 - description and time of the circumstances forming the basis for the complaint;
 - identification numbers of relevant transactions and positions if necessary;
 - a clear claim and if possible, documents supporting the claim.
5. At the client's request, Admiral Markets AS shall assist the client in duly formulating the claim by providing general guidelines and technical explanations.
6. Admiral Markets AS shall have the right to refrain from reviewing a complaint that does not comply with the format requirements. If the client has not replied within a reasonable time (14 days) to our request for more details and/or duly formulating the claim, Admiral Markets AS may decline to resolve the matter of the complaint.

7. Resolution of a complaint begins with the filing of the complaint by a client to the above-mentioned e-mail address and ends with a response Admiral Markets AS to the client or with a compromise agreement.
8. Immediately after filing a complaint, Admiral Markets AS shall inform the client whether in writing or by other agreed means of communication, of the complaint procedure and its deadlines, as well as in the case of refusal to hear the complaint, the reasoning behind it.
9. Complaints of natural persons and legal entities shall be resolved within two (2) months from receipt of the complaint. However, In the event that Admiral Markets AS is unable to respond within two months, the complainant will be informed of the reasons of the delay. This period cannot exceed three months from the period of submission of the complaint.
10. If resolving is delayed due to the complicated nature of the complaint or clarification of further circumstances, the client shall be notified thereof in a format which can be reproduced in writing, informing the client of the new term for response to the complaint.
11. Generally, Admiral Markets AS shall provide the client with a written reply to a written complaint, unless the client's complaint is answered orally, and there is reason to assume that the client has no need for a written answer. Admiral Markets AS may provide the answer to the client in any of the other agreed means of communication in an agreed format.
12. The client has the right to file a complaint to the financial supervisory authority and/or pre-judicial processors (Financial Supervision and Resolution Authority, Consumer Protection and Technical Regulatory Authority) and/or the court, as follows:
 - Finantsinspektsioon (Financial Supervision and Resolution Authority), address Sakala 4, Tallinn 15030, tel 6 680 500, e-mail: info@fi.ee. Webpage: www.fi.ee (<https://www.fi.ee/en/consumer/when-should-i-contact-finantsinspektsioon/making-complaint>)
 - Tarbijakaitseamet (Consumer Protection and Technical Regulatory Authority), address Pronksi 12, Tallinn 10117, tel 6 201 700, e-mail: info@tarbijakaitseamet.ee (if the client is a consumer – natural person acting outside his/her economic or professional capacity). Webpage: www.tarbijakaitseamet.ee
 - European Commission online dispute resolution platform: https://commission.europa.eu/strategy-and-policy/policies/consumers_en
 - (NB! For Estonian version should be: https://ec.europa.eu/info/policies/consumers_et)
 - Court, court, according to jurisdiction. Additional information: www.kohus.ee