

## Procedure For Resolution Of Client Complaints

Valid as of 11.12.2025

**\*Reference to Admirals Europe Ltd shall always interpreted as "Admirals Europe Ltd (previously named as Admiral Markets Cyprus Ltd)"**

Admirals Europe Ltd is incorporated (Certificate of Incorporation No. HE 310328) in the Republic of Cyprus through the Department of the Registrar of Companies and Official Receiver (<http://www.mcit.gov.cy>). Admirals Europe Ltd is authorised and regulated by the Cyprus Securities and Exchange Commission (<http://www.cysec.gov.cy>) (License No. 201/13) and operates under the Markets in Financial Instruments Directive II (EU Directive 2014/65/EU).

### 1. Procedure

1.1. Clients shall file complaints in an electronic format, by sending a respective e-mail [compliance.cy@admiralmarkets.com](mailto:compliance.cy@admiralmarkets.com)

1.2. Admirals Europe Ltd may accept complaints in other formats if the requirement of the specified format is not practical or reasonable under the circumstances.

1.3. If a complaint is filed in any format other than the electronic format, the client shall be notified of the format requirements and the client shall be asked to submit the complaint in electronic format, taking into account the principle of reasonableness.

1.4. The client shall provide the following information in the complaint:

- the client's name;
- contact information;
- account identification number;
- the time of the circumstances constituting the basis of the complaint;
- identification numbers of relevant orders and positions;
- a description of the claimed violation;
- a clear claim and, if possible, documents or copies of documents supporting the claim.

1.5. At the client's request, Admirals Europe Ltd shall provide reasonable assistance for the formalization of the complaint in the form of general guidelines.

1.6. Admirals Europe Ltd shall have the right to refrain from reviewing a complaint that does not comply with the format requirements.

1.7. The Company will review complaints relating to actions of affiliates, influencers, marketing partners or other third parties only where such actions were conducted on behalf of the Company and using materials formally approved by the Company. The Company shall not accept or uphold complaints based on marketing materials, statements, promises or representations made by unaffiliated third parties where such content was not approved by the Company, was inaccurate, outdated or misleading, guaranteed profits or minimized risks, provided investment advice without authorization. The Company bears no responsibility for external content published on websites, social media, messaging platforms or communications not under its direct control.

1.8. Clients are responsible for verifying all information regarding the Company's services, fees, risks

and conditions exclusively through the Company's official website and legal documents. Complaints arising from reliance on external content that conflicts with official information published by the Company will not be accepted.

1.9. The Company is not liable for any form of commitment, financial promise, guarantee of returns, trading advice or representation made by third parties. Any such content cannot form the basis of a valid complaint.

1.10. The Company will not accept or review complaints that arise from any agreement, arrangement, instruction or financial understanding entered into between the Client and a third party, including a Partner, influencer, affiliate, educator, or any other external entity and/or person, where such agreement was not expressly approved in writing by the Company. Any such external arrangement, whether formal or informal, written or verbal is considered outside the Company's involvement and control and does not form part of the investment or ancillary services provided by the Company and hence will be considered outside the scope of the Company's Complaints Handling Policy.

1.11. Resolution of a complaint begins with the filing of the complaint by a client to the above-mentioned email and ends with a response from Admirals Europe Ltd to the client or with a compromise agreement.

1.12. Immediately after filing a complaint, Admirals Europe Ltd 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.

1.13. Complaints of natural persons and legal entities shall be resolved within two (2) months from receipt of the complaint by the Compliance Department. However, In the event that Admirals Europe Ltd 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.

1.14. 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.

1.15. Generally, Admirals Europe Ltd 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. Admirals Europe Ltd may provide the answer to the client in any of the other agreed means of communication in an agreed format.

1.16. Once the Company issues its final response to the Client's complaint, the Client must revert to the Company within two (2) months should they require further clarification, submit additional information, or challenge the outcome. If the Client does not respond within this two-month period, the complaint will be deemed fully resolved and closed.

Any subsequent correspondence received after this period will be considered a new complaint, subject to the standard complaints handling process and timelines.

1.17. The client has the right to refer the complaint to the financial ombudsman of the Republic of Cyprus within four (4) months from the date of the final response. The complaints handling procedure is available on the financial ombudsman's website:

[http://www.financialombudsman.gov.cy/forc/forc.nsf/index\\_en/index\\_en?OpenDocument](http://www.financialombudsman.gov.cy/forc/forc.nsf/index_en/index_en?OpenDocument).