

## CLIENT COMPLAINTS SUBMISSION PROCEDURE

Our objective at BrokerCreditService (Cyprus) Limited (BCS Cyprus) is to provide high standard investment services and to serve our clients' interests in the best way possible.

However, we understand that there may be cases where the client may not be entirely satisfied. In such cases, every effort is made to resolve any outstanding issues in a fair and speedy way, in adherence, at all times and within the Law.

This document states our procedure for handling complaints you may have relating to our services to you.

### Procedure of submitting your Complaints to us

You can submit your complaint to the Client Service Department of BCS Cyprus, and/or to the Company's Compliance Officer, both are the authorized officers responsible to handle and investigate complaints that may be submitted to them (the Officers).

Your complaints can be submitted to the aforementioned persons in the following ways:

1. In writing by completing and sending the relevant document named Complaints Form, which you may download from our Company's website.

The Form may be sent electronically to the following electronic mail addresses:

[compliance@bcscyprus.com](mailto:compliance@bcscyprus.com)  
[dkucherikhina@msk.bcs.ru](mailto:dkucherikhina@msk.bcs.ru)

or by Facsimile at **+357 25 822 735**

or in Person at the Following Address:  
**BrokerCreditService (Cyprus) Limited**  
**Suite 2 Geopyxis Center**  
**168 Makariou III Avenue**  
**3027 Limassol**  
**Cyprus**

Please be advised that the Company would be unable to resolve the dispute in due manner, if the complaint was communicated through another type of communication.

The Company will act in order to handle your complaint without undue delay. Please be advised that the Officers may contact you in order to ask for further explanations or clarifications relating to your complaint and the Company will be unable to handle your complaint unless you're able to provide requested documents and details.

In case the Officers do not conclude their investigation in a month time following receipt of your complaint, they are obliged to inform you in writing on the investigation progress.