

## COMPLAINT REPORTING FORM

**CONFIDENTIAL**

**Unique Reference Number (URN):**

**Leave Blank – for Internal Use**

### INSTRUCTIONS TO CLIENT

1. You are kindly requested to dully complete this form providing all relevant requested information, sign and stamp it (as applicable).
  2. You can send it to us by email at [info@ecgprime.com](mailto:info@ecgprime.com) or by fax to +357 22 262545 or via post to our registered address: 41, Arch. Makarios III Ave., Toumazis Makariou Tower, 1<sup>st</sup> Floor, Office 11, 1065 Nicosia, Cyprus, Attn: Complaints Handling Officer.
  3. Kindly note that additional information may be requested in order to further investigate and finally resolve the problem.
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1. Complaint Date: // (DD/MM/YYYY) \_\_\_\_\_

2. Client Full Name: \_\_\_\_\_

3. Authorized Representative Full Name: \_\_\_\_\_

4. ID/Internal or International Passport Number: \_\_\_\_\_

Country of Residence of the Complainant: \_\_\_\_\_

5. E-mail Address: \_\_\_\_\_

6. Phone Number: \_\_\_\_\_

7. Does your complaint involve a financial loss? **Yes**  **No**

8. If your answer in point 7 above is “Yes” kindly provide the estimated amount of loss below

\_\_\_\_\_

9. Specify the Department and/or Employee involved (if applicable/possible):

\_\_\_\_\_

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#### Emporium Capital K.A Limited

**Tel:** + 357 22 25 65 82

**Fax:** + 357 22 26 25 45

**Web:** [www.ecgprime.com](http://www.ecgprime.com)

**E-mail:** [info@ecgprime.com](mailto:info@ecgprime.com)

**Mail:** 41, Arch. Makarios III Ave.,

Toumazis Makariou Tower,

1<sup>st</sup> Floor, Office 11,

1065 - Nicosia, Cyprus

**Kindly provide details in relation to your Complaint:**

**Complaint Cause – *Please choose one of the following:***

Execution of orders (e.g., delay in execution, re-quotes, slippage, erroneous trades etc.), Quality or lack of information provided to the client, Terms of contract/fees/charges (including withdrawal problems, cancelation of profits etc.), General admin/customer services (including custody/safekeeping services), Unauthorised business being offered or carried out,  Other **(please specify in comments section below)**. The 'other' option should only be used after ensuring that the Complaint Cause does not fall under any of the above categories. If this option is used then a short and detailed description is expected in the 'Complaint Cause Comments'.

**Complaint Cause Comments – *Should only be used if 'other' category was selected as a complaint cause.***

**Financial Instrument – *Please choose one of the following categories:***

Shares/stock/equities, Money-market securities, Financial contracts for differences (CFDs)

**Financial Instruments Comments – *Should only be used if 'other' category was selected in previous column***

**Disputed Amount – *Amount should be provided in Euros (no decimals)***

**Full Name/Capacity:**

**Signature:** \_\_\_\_\_

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1065 - Nicosia, Cyprus

## **IMPORTANT NOTES:**

- Upon receipt of this form, a written Acknowledgment e-mail will be sent to you within the next **five (5) working/business days**.
- This Acknowledgement e-mail will further notify you also of your **Unique Reference Number (URN)** which must be used in all future contact with the Company, the Financial Ombudsman and/or the CySEC regarding the specific complaint.
- The Company will investigate your complaint and will aim towards a final resolution of any issue/complaint/grievance and reply **within a maximum of two months (2 months)** period from the initial complain receipt in relation to the possible reasons that caused the issue at hand and the outcome/decision.
- During this period of time of the investigation of the complaint, the Company will inform/update you of the handling process in regular intervals.
- In the event that the Company is unable to respond within two months, you will be notified of the reasons for the delay and further indication will be provided on the period of time within which it is possible to complete the investigation. This period of time cannot exceed the three months **(3 months)** from the submission of your initial complaint.
- Should you feel dissatisfied with our assessment and your complaint relates to possible compensation claim, we would like to inform you that you have the right and encourage you to refer the Complaint to 'The Financial Ombudsman of the Republic of Cyprus' which is the competent body to examine compensation claims via an extrajudicial procedure. Further information can be found within our Complaints Policy published within our official website at [www.ecgprime.com](http://www.ecgprime.com).

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