

The background of the image is a high-angle aerial shot of a rugged coastline. The foreground is filled with the white, foamy spray of waves crashing against a series of large, dark brown, and reddish-brown rock formations. The rocks have distinct horizontal layers and vertical fissures. The sky above is a clear, pale blue.

26 Degrees Global Markets

# Complaints Handling Procedure

26 Degrees Global Markets (EU) Ltd

(Regulated by the Cyprus Securities and Exchange  
Commission) CIF License No. 435/23

26°

## COMPLAINTS HANDLING PROCEDURE

### 1. General

26 Degrees Global Markets (EU) Ltd (hereinafter the "Company" or "26 Degrees Global Markets") established and maintains effective and transparent procedures for the reasonable and prompt handling of queries and/or grievances and/or issues and/or complaints received from clients and keeps a record of each concern or complaint and the measures taken for its resolution.

26 Degrees Global Markets aim is to provide a high level of service to all of its clients at all times and so have adopted this Complaints Procedure to ensure a fair and quick process for handling complaints that may arise in line with CySEC's complaints handling procedures and legislative requirements.

### 2. Definitions

**Queries/Grievances:** any form of dissatisfaction with the Company's provided services. In case where you are dissatisfied with a service provided by us and/or you have a query relating to your trading account and its operation, you can contact Prime Services team via email to [support@26degreesglobalmarkets.eu](mailto:support@26degreesglobalmarkets.eu). These cases are initially handled by Prime Services team which determines whether the issue can be resolved immediately or if it will require further investigation. The Company should make all best efforts to ensure that such cases will be resolved within 48 hours.

If the client is not satisfied with the response to the query, then the client may raise this further with the Compliance department following the process indicated below. **Complaint:** Any oral or written expression of dissatisfaction that relates to the provision of or failure to provide, a product or service which alleges that the complainant has suffered financial loss, material distress or material inconvenience.

### 3. Complaints Procedure

#### a. Submit your Complaint

You may communicate a complaint to us at any time by sending an email to [compliance@26degreesglobalmarkets.eu](mailto:compliance@26degreesglobalmarkets.eu). When submitting your complaint please include the following information:

- Full name
- Account number
- Date of the event in dispute
- Summary of your complaint
- Any documentation to support your complaint

A complaint will be recorded as an official written complaint by 26 Degrees Global Markets and will be handled as such only if it is duly submitted with all the required information as described above.

#### b. Acknowledging your Complaint

We will acknowledge receipt of your complaint within five (5) business days from the receipt of your complaint and provide you the unique reference number which shall also be registered directly to our internal register. The unique reference number should be used in all your future contact with 26 Degrees Global Markets, the Financial Ombudsman and/or CySEC regarding the specific complaint.

#### c. Handling of your Complaint

Once we acknowledge receipt of your complaint, we will review it carefully, investigate the circumstances surrounding your complaint, and try to resolve it without undue delay. We may contact you directly to obtain further information and clarification relating to your complaint. We ask for your valued cooperation in the review process of your complaint in order to complete our work and provide you with our feedback and response the soonest possible.

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 the complaint was received. During this period, we will endeavour to keep you updated of the handling of your complaint.

In the event that your complaint requires further investigation, and we cannot resolve it within two (2) months, we will issue you with an internal dispute resolution delay notification. This notification will indicate the causes of the delay and when 26 Degrees Global Markets's investigation is likely to be completed. In any event, we shall provide you with the outcome of our investigation no later than two one (1) month from the issue of the internal dispute resolution delay notification, depending on the complexity of the case and your cooperation.

26 Degrees Global Markets shall consider your complaint as closed and cease the relevant investigation in case you fail to respond to us in respect of your complaint within a period of one (1) month from the date of the submission of your complaint.

The Company has the right to refrain from handling with a complaint when:

- The complaint does not comply with the format requirements as outlined in Clause 3.a above
- It includes offensive language directed either to the Company or an employee of the Company.

#### **d. Final Decision**

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).

If you are not satisfied with 26 Degrees Global Markets final decision you may submit your complaint to the Financial Ombudsman of the Republic of Cyprus and seek mediation for possible compensation. It is important that you contact the Financial Ombudsman of the Republic of Cyprus within four (4) months of receiving a final response from 26 Degrees Global Markets otherwise the Financial Ombudsman of the Republic of Cyprus may not be able to deal with your complaint.

## **4. Record Keeping of Complaints**

26 Degrees Global Markets shall maintain all complaints for a minimum of five (5) years after the execution of the complaint and/or termination of the business relationship with the client. The responsible department shall be the Compliance Department.

#### **Contact Details of the Financial Ombudsman of the Republic of Cyprus:**

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

Email: [complaints@financialombudsman.gov.cy](mailto:complaints@financialombudsman.gov.cy)

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

Telephone: +35722848900

Fax: +35722660584, +3572266011

# 26°

View Point Building, Level  
4, 28 October Ave 261,  
Limassol, Cyprus.

Call +357 25030938  
[support@26degreesglobalmarkets.eu](mailto:support@26degreesglobalmarkets.eu)