



Promachon Eleftherias, 19
ALPHA BUSINESS CENTRE,
Agios Athanasios
4103 Limassol, Cyprus
Tel. (25) 878939
e-mail: info@em.ron.in

CLIENT COMPLAINT FORM

Please use this form to file a complaint with Ronin EM Limited.

We require a written complaint from the owner of the account(s) in question, specifying the subject of the complaint, the issues involved and specific information regarding times, dates and events.

Complaints that do not contain data such as the Client's name or contact details, shall be classified as anonymous and left without any further consideration.

Client's Information

Name:

Account number:

Country of Incorporation (for legal entities) or residence (for individuals):

Legal Representative's full name and surname:

e-mail address:

Phone Number:

Complaint Summary

Instrument involved: (please provide name of Instrument)

Transaction date: Time:

Disputed amount of money (if any) and currency:

Department and employee involved (if applicable):

Analysis of your complaint (Please provide a complete chronological summary of your complaint):

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.....

Full name and signature:

.....

Date:

For Internal use only

Complaint was received by:

Unique Reference Number: NO.....

Signature:

Date:

Notes to the Client

- You may fill in this Complaint form and send it to compliance@em.ron.in or via post 19 Promachon Eleftherias, Alpha Business Centre, Mezzanine, Agios Athanasios, 4103, Limassol, Cyprus
- Upon receiving the complaint, the Company shall register the complaint directly to its internal register, giving it a unique reference number. This reference Number will be communicated to the complainant and must be used in all future communication with the Company, the Financial Ombudsman or/and CySEC regarding the specific complaint.
- The Company shall confirm the receipt of your Complaint within five days.
- The Company will investigate the complaint and reply, within two months about its outcome/decision. Further details may be requested from you during the complaint investigation.
- During the investigation of the complaint, the Company will inform you of the handling process of your complaint.
- In the event that the Company is unable to respond you within two months, we will inform you of the reasons for the delay and indicate the period of time within it is possible to complete the investigation. This period of time cannot exceed three months from the submission of your complaint.
- The Company shall maintain records of your complaint for at least five years.
- The Company's Complaints Policy is available on our website <https://em.ron.in/>
- Upon the Company's answer to you, if you are not satisfied and still have a claim against the Company, you have the right to submit the relevant complaint to the Financial Ombudsman of the Republic of Cyprus who is the competent body to examine complaints and your claim. You may send your complaint at complaints@financialombudsman.gov.cy, by fax +357 22 660584 or by post to Lord Byron Avenue 13, 1096 Nicosia

The complaint form must be accompanied by the evidence of the paid fee (€20).

The payment can be made at any of the following banks:

(α) Συνεργατική Κεντρική Τράπεζα ή Συνεργατικό Πιστωτικό Ίδρυμα

IBAN: CY16 0070 1010 0000 0000 4002 8214

(β) Ελληνική Τράπεζα

IBAN: CY78 0050 0109 0001 0901 7087 6401

(γ) Τράπεζα Κύπρου

IBAN: CY52 0020 0195 0000 3570 1944 4789

- For more information, please visit the website www.financialombudsman.gov.cy
- You can find the Financial Ombudsman Online Complaint Forms at the following link: http://www.financialombudsman.gov.cy/forc/forc.nsf/page15_gr/page15_gr?OpenDocument
- You also have the right to submit the relevant complaint to the Cyprus Securities and Exchange Commission <http://www.cysec.gov.cy/en-GB/complaints/>