



# COMPLAINTS NOTICE

Pepperstone EU Limited

Company: Pepperstone EU Limited  
Reg. Number: HE 398429  
CySEC Licence: 388/20  
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## 1. Introduction

This Notice provides information to Pepperstone EU Limited (“the Company”, “we”, “us” or “our”) clients’ on how to formally complain in the unlikely event that they are not satisfied with any aspect of our service.

## 2. How to Complain

In the unlikely event that you’re not satisfied with any aspect of our service, please contact our client support team by email at [support@pepperstone.com](mailto:support@pepperstone.com)

If our support representative is not able to resolve your issue, then you can raise the matter as a complaint with our compliance team. You can contact our compliance team at:

[compliance.eu@pepperstone.com](mailto:compliance.eu@pepperstone.com)

Or

Attention – the Compliance Manager

Pepperstone EU Limited

363, 28<sup>th</sup> October Avenue, Limassol 3107, Cyprus

We’ll provide you with a written response **within 5 days** to let you know that we have received your complaint. We will assign a unique reference number and carry out an impartial assessment of the complaint to establish whether we’ve acted fairly and met all our contractual and regulatory obligations to you. We will respond to your complaint in writing **within 2 months** of receiving your complaint, telling you whether the complaint has been successfully resolved or why we need more time to investigate it. In any case we will respond within maximum 3 months from the day of the complaint.

If you’re a classified Eligible Complainant, and you believe that we haven’t resolved your complaint to your satisfaction, then you can refer your complaint to the Financial Ombudsman of the Republic of Cyprus (“FO”). The FO can be contacted at the following address:

Financial Ombudsman of the Republic of Cyprus

Address: Kypranoros 15, Nicosia 1061, Cyprus

Phone: +357 22848900

E-mail: [complaints@financialombudsman.gov.cy](mailto:complaints@financialombudsman.gov.cy)

Website: [www.financialombudsman.gov.cy](http://www.financialombudsman.gov.cy)

The FO is an independent organisation established to resolve disputes between financial institutions and their customers. We’ll provide you with the contact details for the FO when we issue you with a response to our complaint. Any referral to the FO must take place within 4 months of the final response from our compliance department, otherwise the Financial Ombudsman may not be able to deal with your complaint. The FO won’t consider a complaint until we’ve had the opportunity to address it first. If you do not want to accept a decision taken by the Financial Ombudsman, as a last resort, you may be able to take your case to court. You would usually start civil action in the District Court of the Republic of Cyprus.



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