



Complaint Resolution Policy

October 2023

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1. Introduction

Merba Ltd (ex. Xtrade Europe Ltd), (hereafter “the Company” or “OffersFX”) is a Cyprus Investment Firm (hereafter ‘CIF’) authorized and regulated by the Cyprus Securities and Exchange Commission (hereafter “CySEC”) with License Number 108/10 and operates in compliance to the Investment Services and Activities and Regulated Markets Law 87(I)/2017.

The Company hereby adopts this Complaints Handling procedure establishing a fair and quick process for handling complaints that may arise during your business relationship with the Company and the Company's products and services. You are therefore kindly requested to read this form carefully as it contains essential information with the complaint handling process.

2. Submission of a Complaint

You may submit your complaint in writing and addressed to the Compliance Function of the Company who is authorized to handle and investigate complaints that may be submitted from our Clients to the email: compliance@offersfx.com.

The proper way is to submit your complaint directly to compliance@xtrade.com mailbox, include in the email the following parameters:

- i. Full Name
- ii. Registered Email
- iii. Trading Account Number
- iv. A summary of your complaint justify the disputed amount and/or to include details that will facilitate the Company in investigating your complaint.

Once you successfully submit your complaint, the Compliance Department of the Company shall handle and investigate your complaint.

3. Acknowledgment of receipt of complaint

Upon submission of the complaint and within five (5) days from the submission of complaint, the client shall receive an email from the Company acknowledging receipt of the complaint and provide the client with a “unique complaint reference number” which shall be used in all future communication between the Client and the Company, the Financial Ombudsman and/or CySEC regarding the specific complaint.

4. Investigation of the Complaint

Upon the acknowledgment of client's complaint, the Company shall make every endeavor to review, investigate and resolve it without any undue delay. During the investigation of your complaint a Company's officer may contact (including

communications by phone, email etc.) in order to obtain any clarifications and/or additional information relating to your Complaint. Your cooperation with Company officers is essential for the complaints handling process.

The Company commits to making every effort to investigate your complaint and provide you with its Final Decision within two (2) months from the date the client submitted the complaint. Throughout the investigation process, the Company shall inform the complainant of the handling process of his/her complaint(s) and if needed request for further information in order to facilitate the resolution of the complaint.

In the event that your complaint requires further investigation and the Company is unable to resolve it within two months, the complainant shall be informed of the reasons for the delay and an estimated time to resolve the issue will be provided. In any event, we shall provide you with the outcome of our investigation no later than one (1) month from the issuing of the holding response, depending on the complexity of the case and your cooperation. Please note that the Company shall consider your complaint as closed and cease the relevant investigation in case you fail to respond to our officers within the period of three (3) months from the date of the submission of your complaint.

5. Final Decision

Upon the completion of the complaint investigation, the client will be informed with a full explanation of the investigation's findings of the Company's final decision as well as any settlement/compensation/reimbursement offer if the Company considers such offer as appropriate.

In the event, you are not satisfied with the Company's final decision; you may maintain the complaint through the Financial Ombudsman of Cyprus and seek mediation for a possible compensation. Please note that you should contact the Financial Ombudsman of Cyprus no later than four (4) months after Company has provided you with its final decision, otherwise the Financial Ombudsman of Cyprus may not be able to deal with your complaint.

In the unlikely event where the three (3) month period (from the date of submission of your complaint) has elapsed and the Company did not provide you with its final decision, your right to contact the Financial Ombudsman of Cyprus remains unaffected. Please note that you should contact the Financial Ombudsman of Cyprus no later than four (4) months after Company ought to have provided you with its final decision, otherwise the Financial Ombudsman of Cyprus may not be able to deal with your complaint.

A. The Financial Ombudsman contact details are as follows:

Postal Address: 13 Lord Byron Avenue, 1096 Nicosia, Cyprus

Phone: 22848900 (main number)

Facsimile (Fax): 22660584, 22660118

E-mail: Complaints: complaints@financialombudsman.gov.cy

Website: www.financialombudsman.gov.cy

Please note that you may maintain your complaint with the Cyprus Securities and Exchange Commission ("CySEC") however the Company would like to reiterate that CySEC does not have restitution powers and does not investigate individual complaints. The CySEC takes complaints into consideration as part of its supervisory role.

B. Contact Details of the Cyprus Securities and Exchange Commission:

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

General email: info@cysec.gov.cy

Postal Address: P.O. BOX 24996, 1306 Nicosia, Cyprus

Telephone: +35722506600

Fax: +35722506700

It is understood that your right to take legal action remains unaffected by the existence or use of any complaints procedures referred to above.

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