



COMPLAINTS PROCEDURE FOR CLIENTS

T.T. TOPTRADER TRADING (hereinafter, "TOPTRADER") is a registered brand name of Goldenburg Group Ltd, a Cyprus Investment Firm (CIF) supervised and regulated by the Cyprus Securities and Exchange Commission (CySEC) with CIF Licence No 242/14.

Goldenburg Group Limited, has established and implemented an effective and transparent procedure for the reasonable and prompt handling of complaints and grievances received from Clients.

1. Submitting Your Complaint

In order to submit your complaint, you are kindly requested to complete and submit the Client Complaint Form of the Company, which can be found in the Client's Zone of the Company's website(s).

You are encouraged to complete the said Client Complaint Form, and once completed, please sign it and submit it in any of the following ways:

1. By sending by post or delivering in person the said Complaints Form at the following address:
46 Ayiou Athanasiou Avenue, Interlink Hermes Plaza, 4102 Limassol, Cyprus
2. By submitting the Complaints Form electronically at the following email address:
complaints@goldenburggroup.eu

2. Acknowledging your Complaint

We will acknowledge upon receipt of your complaint within five (5) business days from the day we received your complaint. The Company will provide you a unique reference number of your complaint. The unique reference number should be used in all of your future communication with the Company, the Financial Ombudsman and/or Cypriot Securities and Exchange Commission ("CySEC") regarding the specific complaint.

3. Handling of your Complaint

Once we acknowledge upon receipt of your complaint, we will review it carefully, investigate the circumstances surrounding your complaint and will try to resolve it without undue delay.

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 you have submitted your complaint to us. During the investigation process we will keep you updated of the handling process of your complaint. One of our officers may contact you directly (including communication by email or phone) in order to obtain further clarifications and information relating to your complaint. We will require your full cooperation in order to expedite the investigation and possible resolution of your complaint.

In the event that your complaint requires further investigation and we cannot resolve it within two (2) months, we will issue a holding response in writing or in another durable medium. When a holding

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response is sent, it will indicate the causes of the delay and when the Company's investigation is likely to be completed. 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.

In case you do not wish to co-operate with the Company as regards the investigation of your complaint, e.g. you do not provide any required data/ information in a reasonable period stated by the Company from the date of the submission of the Company's relevant request, please note that the Company shall consider your complaint as closed and cease the relevant investigation.

4. Final Decision

You will be informed on the Company's final decision in respect to your complaint and you will receive an explanation of the outcome together with an explanation of our position and any remedy measures we intend to take (if applicable).

A. Contact Details of the Financial Ombudsman of the Republic of Cyprus:

Website: <http://www.financialombudsman.gov.cy>
Email: complaints@financialombudsman.gov.cy
Postal Address: P.O. BOX: 25735, 1311 Nicosia, Cyprus
Telephone: +357 2284 8900
Fax: +357 2266 0584, +357 2266 0118

If you are not satisfied with the Company's 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 the Company otherwise Financial Ombudsman of the Republic of Cyprus may not be able to deal with your complaint.

In the unlikely event that the Company was unable to provide you with a final response within the three (3) month time period specified above you may again contact the office of the Financial Ombudsman of the Republic of Cyprus no later than four (4) months after the date when we ought to have provided you with our final decision.

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: +357 2250 6600
Fax: +357 2250 6700

You may maintain your complaint with the Cyprus Securities and Exchange Commission. However please note that the Cyprus Securities and Exchange Commission does not have restitution powers and

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therefore does not investigate individual complaints.

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

Date of the last review: March 2023

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CLIENT COMPLAINT FORM

Please complete this form if you wish to submit your complaint to Goldenburg Group Ltd. In case you require help as to complete correctly this form, please contact our Customer Support representatives at +357 25349800.

Please provide complete, up-to-date and accurate information to Goldenburg Group Ltd for the proper investigation and evaluation of your complaint. Please note that the information required in the said list is only indicative and not exhaustive. Goldenburg Group Ltd may request further information and/or clarifications and/or evidence as regards your complaint.

Please note that all sections/boxes with an * are compulsory to be completed by you as for the Company to examine correctly your Complaint form submitted.

Client Personal Information	
Full Name *	Mr./Mrs./Ms.
ID or Passport Number *	
Nationality *	
Email address *	
Telephone Number *	
Country of Residence*	
Residential Address*	

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Client Complaint Information	
Brief summary of the Complaint (please state any important information and details that might help carry out the investigation)	
Account Reference Number*	
Date of incident	
Disputed Amount, if applicable	
Have you reported your complaint to any authority? * If yes, please state the Authority 's name. *	

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Please attach together with this form any supporting evidence relevant to your complaint that will facilitate the Company's investigation in this respect. Supporting evidence may consist of any documentation (screenshots, email communication, phone recordings, etc.) relevant to the complaint.

By signing this form, I (please write your full name), hereby certify and confirm that to the best of my knowledge, the information furnished above is true, accurate, correct and complete.

Date:

Signature:

Please sign this form, once completed, and submit it to the Company in any of the following ways:

1. By post or delivering in person the said Complaints Form at the following postal address: 46 Ayiou Athanasiou Avenue, Interlink Hermes Plaza, 4102 Limassol, Cyprus
2. By submitting the Complaints Form electronically at the following email address: complaints@goldenburgroup.eu

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