

## eToro (Europe) Limited

### Complaints Procedure

- The satisfaction of our customers is our highest priority. If you have any questions that we can help you with, we have multiple tools for you to use.
  - For Frequently Asked Questions (FAQ), please click [here](#)
  - To open a ticket for the Customer Service department, please click [here](#)
  - To chat with a Customer Service representative, please click [here](#)We appreciate you giving us the chance to resolve your problem.
- If we are unable to answer your question or you feel that our answer is unsatisfactory, you may open an official complaint by filling in the required form found on the bottom of the text. Please ensure you fill in all the relevant fields in order for our team to be able to provide you with an accurate and fast response.
- We will do everything we can to address your complaint within 48 hours and provide you with a response. We will carry out an impartial review of the complaint with a view to understanding what did or did not happen and assess whether we have acted fairly within our rights and have met our contractual and other obligations.
- We will keep you updated on the progress of your complaint and a full written response will be provided to you no later than eight weeks from the date that we received the complaint. If you then feel that your complaint was not resolved satisfactorily by us, within four (4) months of our final response letter, you are able to refer your complaint to the Financial Ombudsman Service.
- The Financial Ombudsman Service is an independent organisation that was established to resolve disputes between financial institutions and their customers. The Financial Ombudsman will not consider a complaint until we have had the opportunity to address the complaint.

The address of the Financial Ombudsman Service is:

13 Lordou Vironos Avenue, 1096, Nicosia, Cyprus

Or

P.O. Box 25735, 1311, Nicosia, Cyprus

- Alternatively you are able to refer your complaint to the Department of Market Surveillance and Investigations. The address is:  
Cyprus Securities and Exchange Commission 27  
Diagorou Street, 1097, Nicosia, Cyprus

[Click here](#) to open the official complaint form.

**Please note** – All our cryptocurrencies trading service (in the underlying assets and CFDS transactions as well) are non-regulated service transactions and accordingly you may not refer your complaint to the Financial Ombudsman Service. If you have a complaint regarding our cryptocurrencies trading service or transactions with CFDs for cryptocurrencies, you should still send it to us following the procedure described above and we shall deal with your complaint in accordance with our standard procedure for regulated service.