

## eToro (UK) 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, **or make a complaint**, 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 file an official complaint, free of charge, by filling in the form found [here](#) and selecting the option most applicable to your complaint.
- Please make sure you fill in all 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 and provide you with a response within 3 business days following the day on which it is received. We will carry out an impartial review of the complaint with a view to understanding what did or did not happen and to assess whether we have acted fairly, within our rights and have met our contractual and regulatory obligations.
- If we resolve the complaint and receive confirmation of your agreement to the resolution within 3 business from the date of your complaint, a written response will be sent to you by the end of the 3rd business day, confirming the agreement.
- In the event that we are unable to resolve the complaint within 3 business days, a full and final written response will be provided no later than eight weeks from the date that we received the complaint.
- We will keep you regularly updated with the progress of your complaint.
- If you do not feel that your complaint has been resolved satisfactorily by us, within six (6) months of our final response letter, you are able to refer your complaint to the Financial Ombudsman Service. Please note this service is not available to users of our Cryptocurrencies Trading Service (see below)

**Website:** [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

**Address:** Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

- The Financial Ombudsman Service is an independent organisation that was established to resolve disputes between financial institutions and their customers.
- The Financial Ombudsman Service will not consider a complaint until we have had the opportunity to address the complaint.

### **Cryptocurrencies**

- Our Cryptocurrencies Trading Service applies to cryptocurrency buy transactions made under leverage of 1 only, which is a non-regulated service, and accordingly you may not refer your complaint to the Financial Ombudsman Service. If you have a complaint regarding our Cryptocurrencies Trading Service, you should still send it to us following the procedure described above.
- Any transactions relating to Cryptocurrencies where we do offer you leverage, or allow you to enter into short transactions and/or all Copytrading (including Copyfund) transactions relating to Cryptocurrencies are CFD transactions, and accordingly are a regulated service, and you If you do not feel that your complaint has been resolved satisfactorily by us, within six (6) months of our final response letter, you are able to refer your complaint to the Financial Ombudsman Service.