

## **COMPLAINTS PROCEDURE, dated April 1<sup>st</sup>, 2017**

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Below, you can find a summary of XTB International Limited Complaints Procedure which may be of use to you in the event of an issue or complaint you wish to pursue.

You should raise complaints and disputes as soon as You become aware of them, maximum within 30 Business Days of the date of the relevant Trade or other matter.

The Complaint should contain following information:

**(a) when Complaint concerns transaction:**

- (i) trading platform type;
- (ii) transaction account number;
- (iii) transaction ticket number;
- (iv) transaction date;
- (v) transaction time;
- (vi) description of the issue;
- (vii) Client demands;
- (viii) additionally Complaint may contain instrument name and/or attached files;

**(b) when Complaint concerns money transfer:**

- (i) trading account number;
- (ii) transaction date;
- (iii) transaction time;
- (iv) currency;
- (v) description of the issue;
- (vi) Client demands;
- (vii) additionally Complaint may contain type of transfer (Withdrawal / Deposit), payment method and/or attached files;

**(c) when Complaint concerns trading platform malfunction:**

- (i) trading platform type;
- (ii) trading platform version;
- (iii) Internet connection type;
- (iv) description of the issue;
- (v) Client demands;
- (vi) additionally Complaint may contain mobile phone model, mobile OS version, trading account number and/or attached files;

**(d) when Complaint concerns other issues:**

- (i) description of the issue;
- (ii) Client demands;
- (iii) additionally Complaint may contain trading account number and/or attached files;

If You have a complaint or dispute, You must refer this in writing to us to email [cs\\_int@xtb.com](mailto:cs_int@xtb.com). If our Customer Services team does not deal with the matter to Your satisfaction, You can refer to it to our compliance officer.