



GTSE CAPITAL GROUP

# Complaints Procedure

Version 2 – GTSE CAPITAL GROUP LTD 2024

**By accepting this Complaints Procedure, you acknowledge and confirm that our official legally binding language is English. In the event of any discrepancy or inconsistency between any documentation, information and communications in any other language other than English, the English documentation, information and communications shall prevail.**

## COMPLAINTS PROCEDURE FOR CLIENTS

We, **GTSE Capital Group Ltd (ex Eight Plus Capital Ltd)** (hereinafter, the “Company”), have adopted this Complaints Procedure in order to ensure a fair and quick process for handling complaints that may arise from our relationship. The Company is authorized and regulated by the Cyprus Securities and Exchange Commission as a Cyprus Investment Firm (CIF License Number 334/17). **GTSE Capital Group Ltd (ex Eight Plus Capital Ltd)** is registered in Cyprus under the Companies Law, with registration number: HE11158 **GTSE Capital Group Ltd (ex Eight Plus Capital Ltd)** (Business Address at Omirou 61, Joanna Court Flat 201, 3091, Limassol , Cyprus

### Submitting your Complaint

In order to submit a complaint to the Company, you are kindly requested to email the complaints department via email at [complaints@gteprime.com](mailto:complaints@gteprime.com) . Please note that the Company may not accept complaints submitted to it by any other means/method (i.e. telephone, chats etc.). Click Below to proceed to the Complaint Form.

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

## COMPLAINT FORM

### 1. Acknowledging your Complaint

We will acknowledge receipt of your complaint **within five (5) days** from the receipt of your complaint and provide you a 10 digit **unique reference number** for your complaint. The unique reference number should be used in all your future contact with the Company, the Financial Ombudsman and/or CySEC regarding the specific complaint.

### 2. Handling of your Complaint

Once we acknowledge 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 on the handling process of your complaint. One of our officers may contact you directly (including communication by email or phone) in order to obtain, where needed, 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 other durable medium. When a holding responses 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.

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. When we reach an outcome, we will inform you of it 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:** <https://www.financialombudsman.gov.cy/>

**Email:** [complaints@financialombudsman.gov.cy](mailto:complaints@financialombudsman.gov.cy)

**Postal Address:** P.O. BOX: 25735, 1311 Nicosia, Cyprus

**Telephone:** +357 22 84 8900

**Fax:** +357 22 66 0584, +357 22 66 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 the 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.

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

**Website:** <https://www.cysec.gov.cy/>

**General email:** [info@cysec.gov.cy](mailto:info@cysec.gov.cy)

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

**Telephone:** +357 22 50 6600

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 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 complaints procedures referred to above.