



Solid Financial Services Ltd
(License No.065/06)

Clients Complaints and Resolutions Procedure

VER. 01/2019

We, Solid Financial Services 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.

1. Submitting your Complaint

You may submit your complaint in writing and addressed to the Back-Office Department of the Company who is authorized to handle and investigate complaints that may be submitted to them from our Clients.

You are encouraged to use the Complaints Form attached herein (page 5) and submit it in any of the following ways:

1. By sending by post or delivering in person the attached Complaints Form at the following address: Pamelva Court, office 405, 1 Anastasiou Sioukri Street, 3105 Limassol, Cyprus;
2. By submitting the Complaints Form electronically at the following email addresses:
solid@solid.com
- 3.
4. By Facsimile at + 357- 25363690

2. Acknowledging your Complaint

We will acknowledge receipt of your complaint within five (5) business days from the receipt of your complaint and provide you the unique reference number of 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.

3. 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 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 another durable medium. When a holding 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.

4. Final Decision

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).

If you are still not satisfied with our final decision, you may maintain your complaint through the Cyprus Securities and Exchange Commission, the Financial Ombudsman service of the Republic of Cyprus or relevant Courts.

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: +35722848900

Fax: +35722660584, +35722660118

If you are not satisfied with the Company's final decision you may check with the office of the Financial Ombudsman of the Republic of Cyprus in case, you are eligible to file a complaint with them 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: <http://www.cysec.gov.cy>

General email: info@cysec.gov.cy

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

Telephone: +35722506600

Fax: +35722506700

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 complaint's procedures referred to above.

Customer Complaint Form

Please use this form to file a complaint with Solid Financial Services Limited. We require a written complaint from the owner of the account(s) in question, indicating the subject of the complaint, the issues involved and specific information regarding times, dates and events. While an individual may file a complaint on behalf of someone else, we require written authorization from the owner of the account in order to proceed with our review of the complaint. Receipt of your complaint will be acknowledged and if further information is required a Client Department Officer or Executive Director will contact you.

1. Customer Information

Mr./Mrs./Ms./Miss/Dr. _____

Address: _____

City: _____ Province: _____ Postal Code: _____

Home Telephone: () _____ Business Telephone: () _____

Fax Number: () _____ E-Mail Address: _____

Preferred time and telephone number to be contacted: _____

2. Your Account Information

Name of Registered Representative: _____

Account Number: _____ Account Type: _____

Account Number: _____ Account Type: _____

3. Does your complaint involve a particular investment?

If yes, please provide the name of the security and applicable date in the space provided below.

Name of Security: _____ Date: _____

Name of Security: _____ Date: _____

4. Complaint Summary

Please provide a complete chronological summary of your complaint. Attach additional sheets as required. Further details may be requested from you later in the complaint process.

5. Your Signature

Signature: _____ Date: _____

* This form constitutes the Appendix № 11 of the Terms of Business for Provision of Brokerage Services