

Investing.one

Complaints Policy

Introduction

Investing.one is a trading name of Tradeplace Limited (the “Company”).
The Company is registered in Cyprus (Register number HE434666) and is authorised and regulated by the Cyprus Securities and Exchange Commission (“CySEC”) (Register number 455/25).

The Company is committed to:

- providing a high standard of client service; and
- maintaining our reputation for credibility and accountability.

We welcome your feedback on our service at any time. If you are dissatisfied with our services, please give us the opportunity to fix the problem. We will investigate, answer your questions and work hard so you enjoy trading with us. Should you feel dissatisfied with any aspect of our service, your first action should be to contact our Customer Service Team at support@investing.one. The complaints handling procedure sets out the method for the submission of complaints by clients and the Company’s processes for dealing with such complaints.

Complaint handling

The purpose of this Policy is to set out the procedure to be followed and the appropriate action required to be taken by the Company in the case of a complaint by any client or potential client.

Definitions

“Complainant” means any person, natural or legal, which is eligible for lodging a complaint to the Company and who has already lodged a complaint.

“Complaint” means a statement of dissatisfaction addressed to the Company by a complainant relating to the provision of investment services.

The Company established, implemented and maintains effective and transparent procedures for the reasonable and prompt handling of complaints received from clients or potential clients, and to keep a record of each complaint and the measures taken for the complaint’s resolution.

In addition, the Company:

- Applies a complaints management policy, which is defined and endorsed by the senior management and the board of directors, who are responsible for its implementation and for monitoring the Company’s compliance with it.
- Ensures that it has a complaints management function, which enables complaints to be investigated fairly and possible conflicts of interest to be identified and mitigated.

Clients’ complaints are initially handled by the Customer Support Department. However, the final settlement of non-trivial complaints needs to be approved by Senior Management.

How to submit a complaint

A complainant shall complete the Complaint Form developed by the Company (available on the Company’s webpage). Once completed, it should be sent either in a hard copy along with a copy of the complainant's identification document

and any additional documentation that would be relevant to the complaint to the Company's head offices or by e-mail to complaints@investing.one.

Head offices address:

Compliance Department
Tradeplace Limited
Stasikratous 37, CENTER POINT TOWER, Floor 6, Flat/Office 602, 1065, Nicosia, Cyprus

Investigation

The procedure which shall be followed by the Company, when handling with clients' complaints is the following:

A complaint is initially handled by a member of the Customer Support Department. The employee receiving the complaint shall take the necessary actions so that the complaint is properly addressed.

The complaint in the form that has been received, should be forwarded immediately (within three working days) to the head of the department where the complaint is addressed.

The member of the Customer Support Department shall notify the complainant that the complaint is under investigation and has been forwarded to the relevant department/personnel, so that the complainant is aware who is dealing with his/her complaint.

The Compliance Department operates independently and will carry out an impartial review of your case, contacting you for more information if necessary. They will endeavour to determine what happened or failed to happen and assess whether we have acted properly and in accordance with our rights and obligations. They may also determine whether any compensation is due.

Timeframes

The Company will make every effort to review a complaint carefully, investigate the circumstances surrounding your complaint and will try to resolve it without undue delay. The Company shall provide the outcome of the Company's investigation within two (2) months from the date the Complaint was submitted to the Company.

During the investigation process the Company will keep the Complainant updated of the handling process of the complaint. The Company may contact the Complainant directly in order to obtain, where needed, further clarifications and information relating to a complaint. The Company will require full cooperation in order to expedite the investigation and possible resolution of a complaint.

In the event that a complaint requires further investigation, and the Company cannot resolve it within two (2) months, the Company will inform the Complainant accordingly, in writing or other durable medium. In any case, the Company will provide the Complainant with the outcome of the investigation within three (3) months from the submission of the complaint.

In case the Complainant fails to respond to the Company within the period of three (3) months from the date of the submission of the complaint, the Company shall consider the complaint as closed and it will cease the relevant investigation.

External Resolution

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.

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, +3572266011

Complaints Register

The Company stores all complaints it receives on an internal registrar, as quickly as possible, and in an appropriate manner. The Company is required to provide to the CySEC information regarding the complaints it receives via an electronic form to the Commission on a monthly basis.

The Company maintains all complaints for a minimum period of five years.

Policy Review

This Policy will be reviewed and/or amended annually or as when considered necessary by the Company or when changes or amendments to operating requirements are issued by CySEC.

Last updated: 09.06.2025