



eToro (UK) Limited

Complaints Handling Procedure

1. SCOPE

eToro (UK) Limited, hereinafter referred to as the 'Company' or 'eToro UK', maintains effective and transparent procedures for the reasonable and prompt handling of Complaints received from Complainants and keeps records of each Complaint as well as the actions taken to remedy any situation.

eToro (UK) aim is to provide a high level of service to all of its clients at all times. We value feedback of all kinds from our clients and use it to enhance the company's products and services.

We appreciate that from time to time, things can go wrong or there can be misunderstandings. eToro (UK) are committed to dealing with queries and complaints positively and sympathetically. Where we are at fault, we aim to put things right at the earliest opportunity.

2. ACCOUNT QUERIES

Very often issues may arise as a result of misunderstanding. If you have a query regarding your account, a trade or your dealings with eToro UK, you may use the following communication tools via the Customer Support Department:

- For Frequently Asked Questions (FAQ), please click [here](#)
- To open a ticket for the Customer Service department, please click [here](#)
- To chat with the Customer Service representative, please click [here](#)

You will be asked to provide full details of your query (for example the date and time of the trade or name of position). The more information you can provide, the easier and faster it will be to respond to the matter.

Most client queries can be resolved within one (1) business day. If your query requires further investigation and cannot be resolved within this period, we will be in regular contact with you until query has been resolved as soon as practicable possible.

3. FORMAL COMPLAINTS

If our customer services team is unable to resolve your query or you feel that our service has not met your expectations and you wish to make a formal complaint, you may then refer it as a complaint.

Definition of Complaint

As defined in the FCA Handbook, complaint is any oral or written expression of dissatisfaction, whether justified or not, from, or on behalf of, a person about the provision of, or failure to provide, a financial service or a redress determination, which:

- (a) alleges that the complainant has suffered (or may suffer) financial loss, material distress or material inconvenience; and



(b) relates to an activity of that respondent, or of any other respondent with whom that respondent has some connection in marketing or providing financial services which comes under the jurisdiction of the Financial Ombudsman Service.

All Complaints can be submitted only by a registered user [here](#)

Depending on the nature of the complaint, other information may be requested, i.e. (i) the affected position(s) identification number(s), if applicable, (ii) the date and time that the issue arose and (iii) an accurate description of the issue. The complainant can upload supporting information and submit any further information in addition to above in the “Description” section, which is considered material of importance, to allow the company to resolve the issue effectively and within a reasonable timeframe.

Once the complainant logs a complaint, an electronic acknowledgement of receipt will be sent to the email address of the complainant.

We will then 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 other obligations.

We will endeavor, where ever possible, to resolve your complaint within 3 days of receipt and provide a summary resolution communication when we consider the complaint closed.

If unable to resolve in this timeframe, we will thoroughly investigate the matter and within 8 weeks of receipt, will send a final written response which either:

1. Accepts the complaint and, where appropriate, offers redress or remedial action; or
2. Offers redress or remedial action without accepting the complaint; or
3. Rejects the complaint and gives our reasons for doing so; or
4. Explains why it is not possible to make a final response and indicates when we expect to be able to do so.

In the unlikely event that the Company is unable to respond within eight (8) weeks, the complainant will be informed of the reasons for the delay and will provide indicative timeframe to complete the investigation.

At this point we will also provide you with full details of how you can refer your complaint to the Financial Ombudsman Service if you are dissatisfied with our response.

4. FINANCIAL OMBUDSMAN SERVICE

The complainant has the right to refer the matter to the Financial Ombudsman Service (FOS), if the response provided is not considered satisfactory or if we have been unable to provide a final response to your complaint within eight weeks of receiving it. The case may be escalated to the FOS so long as the complainant does so within six (6) months of the company’s final response.

The Financial Ombudsman Service is an independent organisation that was established to resolve disputes between financial institutions and their customers. Their services are available to all in the first instance however, please note that they may not consider a complaint until we, the company, have had the opportunity to address the complaint.

The maximum money award which the Ombudsman may make is:

- £355,000 for complaints referred on or after 1 April 2020 about acts or omissions on or after 1 April 2019
- £350,000 for complaints referred between 1 April 2019 and 31 March 2020 about acts or omissions on or after 1 April 2019
- £160,000 for complaints about acts or omissions before 1 April 2019, and which are referred after that date



For complaints referred to FOS before 1 April 2019, the previous award limits of £150,000 for any complaints referred before 1 April 2019 apply.

Please also note that this service is not available to all users of our Cryptoasset Trading Service (see below).

The FOS may be contacted at: Exchange Tower, Harbour Exchange Square, London, E14 9SR or via their website: <https://www.financial-ombudsman.org.uk/>

5. CRYPTOASSETS TRADING SERVICE

Our Cryptoassets Trading Service applies to cryptoasset Buy transactions made with 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 Cryptoassets Trading Service, you should still make a complaint to us following the procedure described above.

Any transactions relating to Cryptoassets where we do offer leverage is Contract for Difference (CFD) allowing you to enter into short transactions, speculating on a change in price and accordingly is a regulated service. Individual complaints regarding Cryptoasset CFDs can be referred to The Financial Ombudsman Service.

6. TREATING CUSTOMERS FAIRLY

The FCA sets specific rules and regulations for how authorised firms like us must handle and resolve complaints in respect of its regulated activities from its customers.

During our investigation, we will examine all information to reach a fair outcome for our clients and communicate with them in a fair and respectful manner at all times.