



FIRSTRADERS

Complaints Policy

FIRSTRADERS LTD is incorporated and registered under the laws of the Kingdom of Spain (“we,” “us,” or “the Company”). It is a Finance Management Services (FMS) firm, licensed by the National Securities Market Commission of Spain (CNMV), Regulatory License No.: 2486. We prioritize client privacy, confidentiality, and security at all times.

To ensure effective and transparent complaint handling, we have implemented the following procedure:

1. Clients can submit complaints via the "Client's Complaints Form" available in the support section of the Firstraders website.
2. Upon submission, clients receive a unique reference number, which must be used in all future communications regarding the complaint.
3. The completed form must be sent to the Administration/Back Office Department at complaints@firstraders.com, along with relevant supporting documents.
4. The Company will acknowledge receipt within five (5) business days.
5. The complaint will be investigated, and a final decision provided within two (2) months. If additional time is needed, the client will be informed, but the process will not exceed three (3) months.
6. If dissatisfied with the response, the client may request a reconsideration or escalate the matter to the Financial Ombudsman Service or CNMV.



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Referral to the Financial Ombudsman

If the Company's response is unsatisfactory, individuals, legal entities, trusts, or charitable organizations classified as consumers under Spanish law can escalate the complaint to the Financial Ombudsman. If the Company fails to respond within three (3) months, complaints must be submitted within four (4) months of the expected final decision date.

Clients may also contact the National Securities Market Commission of Spain (CNMV) for further assistance.

Contact Details

Clients can reach the Financial Ombudsman at:

Email: complaints@cnmv.es

For additional information, visit the CNMV website: <https://www.cnmv.es/portal/Utilidades/Contacto.aspx>

October 2022