

## COMPLAINTS PROCEDURE

## General

Performance Ronnaru Company Ltd. (hereafter to as "PRC", or "us" "the Company") maintains transparent procedures for the prompt handling of complaints received from clients (hereinafter as " Client" or "You", "your") and keeps records of each complaint.

## Complaints Handling

Complaints need to be sent via e-mail to [compliance@prcbroker.com](mailto:compliance@prcbroker.com)

An Official Complaint **must** include all the below details:

- Client's Full Name
- Complaint date
- Client account number
- Date and time that the issue arose
- Client's Identification (Passport or ID)
- Client's e-mail and telephone number
- Client's country (residence)
- Complaint Cause (description of the issue)

Please note that a complaint must not include an offensive language directed either to PRC or to an employee of PRC.

All complaints shall be treated confidentially. The provisions of the GDPR shall be adhered to when processing your complaint. Please review the Company's Privacy Policy, found on the Company's website, for more information.

The Company will reply as soon as possible and no later than five (five) days acknowledging receipt of your complaint and we will provide you with a unique reference number, which should be use in all communications with the Company, Cysec and/or the Financial Ombudsman.

The Company will investigate the complaint and will provide all its clients with an answer or resolution to any complaint within two (2) months.

If the Company is not able to provide the client with a final response within the above timeframe mentioned, we will inform the Client explaining the reason for the delay and a final response it will be provided within three months.

During this period, client may be contacted in order to provide us with more details about your complaint.

If a client's complaint is not resolved to their satisfaction, the client can contact Cyprus Securities and Exchange Commission or the Financial Ombudsman at

<http://www.financialombudsman.gov.cy>

Telephone: 22848900

FAX: 22660584, 22660118

E-mail: [complaints@financialombudsman.gov.cy](mailto:complaints@financialombudsman.gov.cy)

Enquiries: [enquiries@financialombudsman.gov.cy](mailto:enquiries@financialombudsman.gov.cy)

## Reporting and Record Keeping

All decisions related to clients` complaints shall be communicated to clients. The complaints processing should be fully documented and added to each client file to which it relates. Records of all lodged and resolved complaints

should be maintained for a minimum period of five (5) years. The Board of Directors of the Company shall be informed in regard to all important complaints received, as well as the measures taken for resolving them.

The following details must be documented and kept as records by the Back Office/ Customer Support Officer:

- a) The Unique Reference Number of the Complaint which is allocated by the Company to it as soon as the complaint is received
- b) The ID details of the client who filed the complaint
- c) The service to which the complaint refers
- d) The details of the employee that undertook to provide the service to the client
- e) The department or organisational unit to which the employee related
- f) The date on which the complaint was received
- g) The content of the complaint in summary
- h) The extent in financial terms of the potential loss that the client claims he or she has suffered or as it is derived from the content of the complaint

#### **Submission to Cysec of Complaints**

The Company provides to CySEC every month information regarding the complaints it receives and how these are being handled.

