

## **Complaint Handling Form**

IQ Option Europe Ltd (the “Company”) is committed to the reasonable and prompt handling of complaints or grievances received from retail or potential retail clients.

Clients can submit their complaints or grievances using the below ‘Complaint Form’ to the Company in one of the following ways:

1. By email to [complaints@iqoption.com](mailto:complaints@iqoption.com)
2. By post to Silver House Business Centre, 19 Spyros Kyprianou Avenue, 3070 Limassol, Cyprus

Clients’ complaints or grievances are initially handled by the Head of Back Office, however, the final settlement of complaints or grievances is approved by Senior Management.

If the complaint involves the Head of Back Office, then the “Compliant Form” shall be directed to Senior Management.

As per the Company’s Complaints or Grievance Policy, upon receipt of a complaint or grievance, the Head of Back Office will communicate a unique reference number which should be used in all future communication that discusses this particular complaint.

The Head of Back Office will ensure that this unique reference number and confirmation of receipt is sent within 5 working days of the complaint being made.

For more details, please refer to the Company’s Complaints or Grievance Policy.

**COMPLAINT FORM****CUSTOMERS DETAILS**

Full Name	
Account Number	
Email	
Address	
Telephone	
Fax	

**Brief Summary of the Complaint**

(Please include details of the product or service you are complaining about and/or details of the department or employee you are complaining about)

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If you have any documentation relevant to your complaint, please attach it to this form.