



# Complaints Procedure

We, ECM Limited (hereinafter, the “Company”), have adopted this Complaints Procedure in order to ensure a fair and quick process for handling complaints that may arise from our relationship.

**QYT OÜ 14830024 Peterburi tee 47, Lasnamäe linnaosa, Tallinn, Harju maakond, 11415 acts on behalf of ECM Limited Suite 305, Griffith Corporate Centre P.O. Box 1510, Beachmont Kingstown St. Vincent and the Grenadines.**

## 1. Submitting your Complaint

You may submit your complaint in writing and address it to the Complaints Function of the Company who is authorized to handle and investigate complaints that may be submitted to them from our Clients.

## 2. Acknowledging your Complaint

We will acknowledge receipt of your complaint within five (5) days from the receipt of your complaint and provide you the unique reference number of your complaint. The unique reference number should be used in all your future contact with the Company and FSA regarding the specific complaint.


## 3. Handling of your Complaint



Once we acknowledge receipt of your complaint we will review it carefully, investigate the circumstances surrounding your complaint and will try to resolve it without undue delay.

We shall make every effort to investigate your complaint and provide you with the outcome of our investigation within two (2) months from the date you have submitted your complaint to us. During the investigation process will keep you updated on the handling process of your complaint. One of our officers may contact you directly (including communication by email or phone) in order to obtain, where needed, further clarifications and information relating to your complaint.

Please note that in case we do not receive any response from you within the aforementioned period of two (2) months, your complaint shall be considered as “waived/closed” and no further investigation shall be pending. We will require your full cooperation in order to expedite the investigation and possible resolution of your complaint.

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 ECM Limited  
Suite 305, Griffith Corporate  
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P.O. Box 1510, Beachmont  
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 [support@coinmarketsolutions.com](mailto:support@coinmarketsolutions.com)  
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 +44(203)957-85-80



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In the event that your complaint requires further investigation and we cannot resolve it within two (2) months, we will issue a holding response in writing or another durable medium. When a holding response is sent, it will indicate the causes of the delay and when the Company's investigation is likely to be completed. In any event, we shall provide you with the outcome of our investigation no later than one (1) month from the issuing of the holding response, depending on the complexity of the case and your cooperation.

Please note that the Company shall consider your complaint as closed and cease the relevant investigation in case you fail to respond to our officers within the period of three (3) months from the date of the submission of your complaint.

## 4. Final Decision


When we reach an outcome, we will inform you of it together with an explanation of our position and any remedial measures we intend to take (if applicable).



## COMPLAINTS FORM


This is the form you need to fill in if you wish to submit your complaint to ECM Limited (the "Company"). Complete, up-to-date, as well as accurate information, is required to be provided to the Company for the proper investigation and evaluation of your complaint.

Please note that the Complaint Form is only indicative and not exhaustive. The Company may request further information and/or clarifications and/or evidence as regards to your complaint.

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# Complaints Procedure

Date:

Client information Name:

Surname:

ID or Passport Number:

Country of nationality:

Legal Entity Name (in case the Client is a legal person):

Account Trading Number:

Contact details of the client

Postal Address:

City/Province:

Code:

Country:

Telephone Number:

Email:

(Please advise your most convenient method of communication)

Details of the complaint

Date when the Complaint was created:

The employee who offered the services to the Client:

Description of the Complaint:



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