

We, Tradeview Europe Limited (hereinafter, the “Company” or “Tradeview”), have adopted this Complaints Procedure to ensure a fair and quick process for handling complaints that may arise from our relationship. The Company keeps a record of each complaint and the measures taken for the complaint’s resolution.

How can I complain?

If you have any complaint/s about the instrument or the person you have spoken to or about the service, you may lodge your complaint free of charge to either: the Support Team at Tradeview via email to support@tradeview.eu OR 2. You may send your complaint to the Compliance Officer via email at compliance@tradeview.eu.

What happens after I make a complaint?

We ensure that your complaint will be treated fairly, promptly, equally, and efficiently. Transparency is guaranteed at any time throughout the whole procedure. You will receive an acknowledgment within 1 business day from the receipt of your complaint.

Who will deal with my complaint?

Tradeview has a staff which has been well trained for handling your complaint because we regard complaints as important feedback about our brokerage services and the well functioning of our corporate strategies.

How long will I wait to get a reply?

You will receive a reply to your complaint within a maximum of fifteen working days from the day of the registration of the complaint. Where the investigation of the complaint necessitates more than the fifteen working days for completion, we will inform you with this delay together with the reason for such a delay. We will provide an indication as to when the investigation is likely to be completed. We will be making our best to provide you with a redress in the shortest time possible.

If I am not satisfied, what can I do?

If you are not satisfied with the manner your complaint has been handled by us, you may refer your complaint to the Financial Arbiter, located at Office of the Arbiter for Financial Services, First Floor, St Calcedonius Square, Floriana FRN 1530, Malta or through complaint.info@financialarbiter.org.mt. More information in the following link: https://financialarbiter.org.mt/en/for_consumers/Pages/Submit-a-Complaint.aspx

What about my personal data?

Tradeview respects your rights concerning the personal data, including the processing and protection of them, in fully compliance with the Malta Data Protection Act and other local and European relevant rules and regulations, including the General Data Protection Regulation.