



COMPLAINT PROCEDURE

UniTrader EAD (“UniTrader”) prides itself on providing the highest quality in client services, however, should any client of BMFN not be fully satisfied with our services we would like to hear about it and we provide our entire client base with the forum to do so. Our commitment to client services includes listening to any dissatisfaction our valued clients may have with our services or products and attempting to resolve any such complaints quickly and fairly.

As such, if you have a complaint regarding our services or product offerings, please inform us in any of the following ways:

- **Via Email:** compliance@bmfne.eu
- **Mailing:** Sofia 1303, Vazrazhdane residential area, 84-86 "Alexander Stamboliisky" Blvd., 4th floor, office 18, Bulgaria
- **Telephone:** Sofia +359 2 401 26 36

Within your complaint please include:

- Your personal information (i.e. name, address and applicable account number);
- The reason for your complaint;
- Any relevant documentation available regarding the complaint;
- The action you would like taken by **UniTrader** to rectify any issues you are communicating; and
- A valid email address for **UniTrader** to reach you.

Please be advised that a client complaint form is available on our website (URL) which **UniTrader** prefers clients utilize, as it ensures all necessary information is included in order for us to process your complaint efficiently and reach a resolution as soon as possible.

Once **UniTrader** has received your complaint, whether via email, mailing or otherwise, you will be notified of its receipt and **UniTrader's** intentions to provide you with a detailed response upon the completion of any necessary investigation. **UniTrader's** goal is to respond to all client complaints via email within three (3) to (5) working days from the date of acknowledged receipt. That being said, should your complaint include a complex issue BMFN may be unable to respond as quickly as it would prefer. In such cases we will keep you informed as to the status of your complaint and what actions are being taken in order to provide you with a clear and concise response.

If in the unlikely event that **UniTrader's** response is not satisfactory to you and extended communications still fail to produce an agreed upon outcome, **UniTrader** will provide you with a written notice via email explaining its official stance on the issue.