COMPLAINT HANDLING FORM

Quadcode Markets is the trade name of IQBROKER EUROPE LTD (formerly IQOption Europe Ltd). IQBroker Europe Ltd with Registration No. HE327751 and registered office at 82nd road, 4 Kato Polemidia, 4153, Limassol, Cyprus (hereinafter referred to as the "Company"), is an investment firm with license no. 247/14 that is authorized and regulated by the Cyprus Securities and Exchange Commission (hereinafter referred to as the "CySEC" or "Commission".

IQBroker 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@quadcodemarkets.com

2. By post to 82nd road, 4 Kato Polemidia, 4153, Limassol, Cyprus

Clients' complaints or grievances are initially handled by a member of the Compliance Team, however, the final settlement of complaints or grievances is approved by Senior Management/Head of Compliance.

The Compliance Officer shall then communicate receipt of the complaint along with the unique reference number to the complainant. They will inform the complainant that said reference number should be used in future communication with the Company, the financial ombudsman or CySEC when discussing the specific complaint.

The Compliance Officer 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.

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