

Complaints

Our Company has established, implements and maintains effective and transparent procedures in order to deal with its Customers Complaints in an immediate manner regardless of their source of origin (individuals or legal entities).

In accordance with Argo Exchange's organization chart the person responsible to receive, examine and provide the answer to the Complaints made by its Customers is the Compliance Officer (from now on it will be referred to as the 'Complaints Officer').

Customers can submit any Complaint they might have to the Complaints Officer free of charge, using one of the following communication channels:

- By Email: info@argo-exchange.gr.
- By completing and submitting the Contact Form which is located at the lower part of our company's site main page at www.argo-exchange.gr.

Contact

YOUR NAME *(REQUIRED)*

YOUR EMAIL *(REQUIRED)*

CONTACT PHONE *(OPTIONAL)*

THEME

Complaints ▼

- By sending a letter through post office to the Address: Argo Exchange A.E., Leoforos Syngrou 80-88, Athens, Zip Code 11741, 1st floor

- In the case which the Customer is not able to submit its Complaint digitally, it can be submitted via one of Argo Exchange's Branches, where the Complaint will be digitally recorded and forwarded to the Complaints Officer.

For information regarding the handling of your **Personal Data**, you can visit the link <https://argo-exchange.gr/en/gdpr-policy>.

The Procedure followed by Complaints Management Dept. consists of the following steps:

1. Reception of the Complaint

The Complaints Officer is responsible to receive the Company's Customers Complaints, which will be submitted through the previously mentioned communication channels. In any case every submitted Complaint must include the individual's or Legal Entity's Name and must be followed by its contact details. Upon receiving a Complaint, Complaint's Officer is obliged to inform the Customer that it has been duly received. Every time that a complaint and any supplementary documents are received, same are registered by the Compliance Officer in our company's Complaints Archive and they are assigned with a unique Case Number. Complaints' Officer will conduct a thorough examination of all submitted documents, data and information relating to the received Complaint, in order to provide the customer with a well-documented answer.

2. Reply to the Customer

Upon completing the examination and evaluation of all received documents, data and information which relate to customer's complaint, Compliance Department will convey in writing to the Customer the Company's official response. All communication with the customer will be conducted in a simple and understandable manner. Company's response will be sent to the customer **within 21 calendar days** after receiving the customer's Complaint. In case of any additional delay the Compliance Department informs in writing and on time the Customer for the additional time needed, the cause of the delay and the estimated day that the examination will be completed and the written answer will be provided. In the meantime, upon request of the customer, company will provide information

about the progress of examination of the Complaint.

3. Further Customer Options

In the Company's reply it is explicitly stated, that the Customer has the option, if not satisfied by the answer given, to persist on the Complaint, via the following alternatives options:

- i. The Customer can submit a reexamination request for the submitted Complaint, directly to Argo Exchange's Board of Directors, using the aforementioned communication channels
- ii. The Customer can address the Consumer's Ombudsman, an Independent Authority which is supervised by the Ministry of Development & Investments, if he/she persists with the Complaint (link <https://www.synigoroskatanaloti.gr/en>).

4. Filing of the Complaint

Once the procedure of Complaints Management is completed, the Customer's Complaint is archived in accordance with the Company's Files Archive Policy.