

## COMPLAINTS MANAGEMENT DISCLOSURE

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Effective: 23 December 2022  
Last reviewed: 23 December 2022  
Last revised: 23 December 2022

### 1. GENERAL PROVISION

- 1.1. The purpose of this complaints management disclosure is to inform our clients or potential clients (you) about OMEGA FUNDS INVESTMENT LIMITED (we, us) about our complaints management policy and the contact details of the complaints management functions.
- 1.2. This complaints management disclosure is published on our website [www.omegainvest.com.cy/disclosures/other-disclosures](http://www.omegainvest.com.cy/disclosures/other-disclosures). This complaints management disclosure will also be provided to you by email when we acknowledging a complaint, or may be requested by email at [complaints@omegainvest.com.cy](mailto:complaints@omegainvest.com.cy).
- 1.3. We are committed to being responsive to your needs and concerns and to resolving your complaints as quickly as possible. For these purposes we have established, implemented and maintain effective and transparent complaints management procedures for the prompt handling of your complaints.

### 2. INITIATING OF A COMPLAINTS

If you have any objection concerning the provision of investment and ancillary services and/or the performance of investment activities you should send an email at [complaints@omegainvest.com.cy](mailto:complaints@omegainvest.com.cy) and request our complaint form.

### 3. LODGING A COMPLAINTS

- 3.1. You may lodge complaints and receive responses free of charge. Your complaints shall be in English.
- 3.2. If you have any objection concerning the provision of investment and ancillary services and/or the performance of investment activities, you may fill in our complaint form and submit it at [complaints@omegainvest.com.cy](mailto:complaints@omegainvest.com.cy) with the subject "Client complaint" or send it by post to our registered address: 1 Georgiou A' street, Monastiraki Centre, 3rd floor, 4040, Germasogeia, Limassol, Cyprus, Attn: Complaints Department.
- 3.3. In case a representative lodges a complaint for and on behalf of you, a copy of an authorisation document shall be attached to a complaint.



#### **4. COMPLAINTS HANDLING**

- 4.1. We will confirm the reception of your complaint within 5 (five days) and inform you about its unique reference number. That unique reference number will be used in all future contact with us, as well as in cases you decided to appeal against our decision.
- 4.2. We will investigate your complaint within two months maximum (in exceptional cases within three months) and inform you periodically of the handling process.