



Complaints Information

EPE B.V.

Date: 17-09-2024

Version 2.2

EliteProEdge B.V. is registered in England, UK under number 58403949. EliteProEdge is authorized and regulated by the UK financial authorities.

Complaints information

In the event of you having any reason to feel dissatisfied with any aspect of our service, in the first instance you should contact our Customer Support: support@eliteproedge.com Most customer's concerns can be resolved by our Customer Sutchport, who will do all they can to help.

If the matter cannot be resolved at this level, you should make it clear that you remain unhappy with the outcome and escalate the matter to our compliance department.

By email: compliance@eliteproedge.com

To help us investigate your complaint as quickly and efficiently as possible, please provide us with your name and address, a daytime telephone number on which we can contact you, and if contacting us in writing, your account details. Please provide a clear description of your complaint, and what you would like us to do to resolve it.

The compliance department will acknowledge your complaint within five business days and endeavour to resolve your complaint within 28 days. However, from time to time, it may be necessary to carry out further investigation to ensure we fully resolve your complaint. If this occurs, we will keep you updated on the progress of your complaint. Our compliance department will inform you of our position on the complaint and about possible options.

