

Summary of the Complaint Handling policy

Investment service provider¹: LYNX B.V., Branch CZ (hereinafter „**LYNX**“), ID no.: 02451778, Address: Vaclavske namesti 776/10, Nove Mesto, 110 00 Praha 1, Czechia; legal form: Branch, file no. A 76398 registered via Municipal court in Prague.

This document “**Summary of the Complaint Handling policy**” describes a communication way between customer (hereinafter “**client**”²) and LYNX in cases, the client sends LYNX B.V. a complaint or statement.

Introduction

At LYNX we see every complaint or statement of dissatisfaction as an opportunity to improve our services. When a client expresses his displeasure, it will provide an interesting insight into the customer experience. By handling the complaint with the outmost care, we are having set to our self the goal to solve the problem of the client.

LYNX B.V. is a licensed investment firm providing execution-only services both to retail and professional clients and is an exempted payment service provider. This means that LYNX also falls under the MiFID II definition of investment firm. As such, LYNX is regulated by the Market in Financial Instruments Directive ([MiFID II](#)) and the MiFID Delegated Regulation. Regulation (EU) No 600/2014 of the European Parliament and of the Council of 15 May 2014 on markets in financial instruments and amending Regulation (EU) No 648/2012 is available [here](#). This legislation imposes on LYNX several obligations with regards to its adequate complaints handling procedure for its clients. Therefore, LYNX must establish, implement and maintain an effective and transparent complaint management policy and procedures for the prompt handling of clients’ or potential clients’ complaints.

This summary of our Complaint Handling Policy will provide an insight about how LYNX will handle the complaints received from its clients.

Definition of Complaint

A complaint is defined as a every statement or expression, verbally or in writing, of dissatisfaction addressed to a firm by a client or prospective client, relating to the provision of every service which LYNX provides. A complaint can be directed to us via i.e. Whatsapp, Twitter, e-mail, telephone, etcetera.

Clients or potential clients should be enabled to express their dissatisfaction with investment services provided by investment firms in the interests of investor protection as well as strengthening investment firms’ compliance with their obligations. Clients’ or potential clients’ complaints are handled effectively and in an independent manner by the Compliant Handling Desk. This Desk is responsible for handling all the incoming complaints.

¹ LYNX B.V. is regulated by the Czech National Bank and is conducted as "Branch of foreign Investment firm (non-bank)" via the [Lists of regulated and registered financial market entities](#).

² Clients coming from Czech Republic, Slovak Republic and Poland have been accepted by the LYNX B.V. Branch Czech Republic; local law is used (e.g. Act No. 256/2004 Coll., on Capital Markets Undertakings, as amended, Act No. 253/2008 Coll., on Selected measures against legitimisation of proceeds of crime and financing of terrorism, as amended).

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Summary of the procedure

The following procedure is followed when LYNX receives a complaint from a client or prospective client:

- Clients could submit their complaint orally or in writing via multiple channels, like e-mail, telephone or letter, etc.
- The most user-friendly way for the client to submit the complaint is via reklamace@lynxbroker.cz
- When LYNX receives a complaint (verbally or in writing) in different way than described above, then the details of this complaint are send forward to the Complaint Handling Desk.
- After receiving the complaint, the Complaint Handling Desk employee will provide a written acknowledgement, within 14 days of receipt of the complaint, to the complainant. Together with this acknowledgement the employee will send the summary the Compliant Handling Policy.
- LYNX uses fair, clear and plain language in their communications to the complainant.
- LYNX informs the complainant about their options in making a complaint, including their option to refer their complaint to a local Financial Services Complaints Tribunal or Ombudsman. Contact details are listed below:

Czechia:

The FINANCIAL ARBITRATOR'S OFFICE

Address: Legerova 1581/69, 110 00 Praha 1

Phone no. +420 257 042 070 (for the public)

web: <https://www.finarbitr.cz/en/>

The CZECH NATIONAL BANK

Address: Na Prikope 28, 115 03 Praha 1

Phone no. + 420 224 411 111; 800 160 170 (free)

Fax: +420 224 412 404

web: www.cnb.cz

Slovakia:

The NATIONAL BANK OF THE SLOVAK REPUBLIC

Address: Imricha Karvaša 1, 813 25 Bratislava

Phone no. +421 02/5787 1111

Fax: +421 02/5787 1100

web: <https://nbs.sk/sk/titulna-stranka>

Poland:

The KOMISJA NADZORU FINANSOWEGO („KNF”)

Address: ul. Piękna 20, 00-549 Warsaw, Poland

Phone no. : (+48 22) 262 50 00

Fax: (+48 22) 262 51 11

web: https://www.knf.gov.pl/en/Contact_us

The OFFICE OF COMPETITION AND CONSUMER PROTECTION

Address: Plac Powstańców Warszawy 1, 00-950 Warszawa, Poland

Phone: +48 22 55 60 800; 801 440 220

E-mail: uokik@uokik.gov.pl

Web: <https://www.uokik.gov.pl/contact.php>

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Note: *The right to take legal proceedings has not been affected.*

LYNX will do everything in its power to resolve the complaint within **4 weeks**. If not resolved within this time period, LYNX sends a notification (by e-mail) to the client where we inform the client about the cause of the delay and when we expect to give a final update.

Monitoring

The complaint handling procedure is being monitored by the Compliance department of LYNX.

Record Retention

All complaints are logged in the complaint register and fully recorded in the client file for the period of 5 years.

Final provisions

LYNX B.V. protects investors, consumers and data; for further details, please click [here](#).

The Summary of the Complaint Handling policy can be downloaded anytime by customers via web page LYNX in the section "**Documents**".

Czechia: <https://www.lynxbroker.cz/dokumenty/>

Slovakia: <https://www.lynxbroker.sk/dokumenty/>

Poland: <https://www.lynxbroker.pl/dokumenty/>

Printed version of this document is available in the LYNX B.V. office.
LYNX reserves the right to take an update of this document.

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