

Complaints Handling Procedure

Alchemy Markets is committed to handling all complaints in a fair, transparent, and timely manner. This section explains how you can submit a complaint and how we will manage it in accordance with applicable laws and regulations.

AML260514



At Alchemy, we are committed to providing a high standard of service to all our clients. However, if you are not satisfied with any aspect of our services, we encourage you to inform us as soon as possible so that we can address your concerns promptly, fairly, and effectively.

How to Submit a Complaint

If you wish to make a complaint, you may contact us using any of the following methods:

Email: compliance@alchemymarkets.eu

Phone: +35 620 33 03 55

Post: Crestmark Trading Ltd
Suite 124, Signature Portomaso
Vjal Portomaso,
St. Julians PTM01
MALTA

Your complaint may be submitted by you directly or by an authorised representative acting on your behalf, such as a family member or a lawyer.

To help us investigate your complaint efficiently, please provide your name, contact details, account number (if applicable), a clear description of your complaint, including the date the incident occurred, and any relevant supporting documentation.

For services provided in other Member States, you have the right to lodge your complaint in the official language of the host Member State where the service was provided. We will ensure all subsequent communication is provided in that same language.

Submitting a complaint is free of charge.



What Happens Next

Once we receive your complaint, we will acknowledge receipt within five (5) working days. We will provide you with a reference number and confirm the contact details of the person responsible for handling your complaint.

If you make a complaint via telephone or in person, we will provide you with a written summary of your concerns and ask you to sign it to confirm we have accurately recorded your dissatisfaction.

We will then investigate your complaint carefully, impartially, and based on all relevant information available. We may contact you if we require any additional details or clarification.

When You Will Receive a Response

We aim to resolve your complaint and provide you with a written final response within fifteen (15) working days from receipt of your complaint.

If we are unable to provide a final response within this timeframe, we will inform you of the reasons for the delay and indicate when you can expect a final response. In any case, you will receive a final response within thirty-five (35) working days from the date we received your complaint.

Our Final Response

Our final response will clearly explain the outcome of our investigation, the reasons for our decision, and any action we may take where appropriate.

If You Are Not Satisfied

If you are not satisfied with our final response, or if we have not provided a final response within the timeframes outlined above, you may refer your complaint to the Office of the Arbiter for Financial Services established under the Arbiter for Financial Services Act (Cap. 555):



Office of the Arbiter for Financial Services N/S

in Regional Road

Msida MSD 1920

Malta

Freephone: 8007 2366

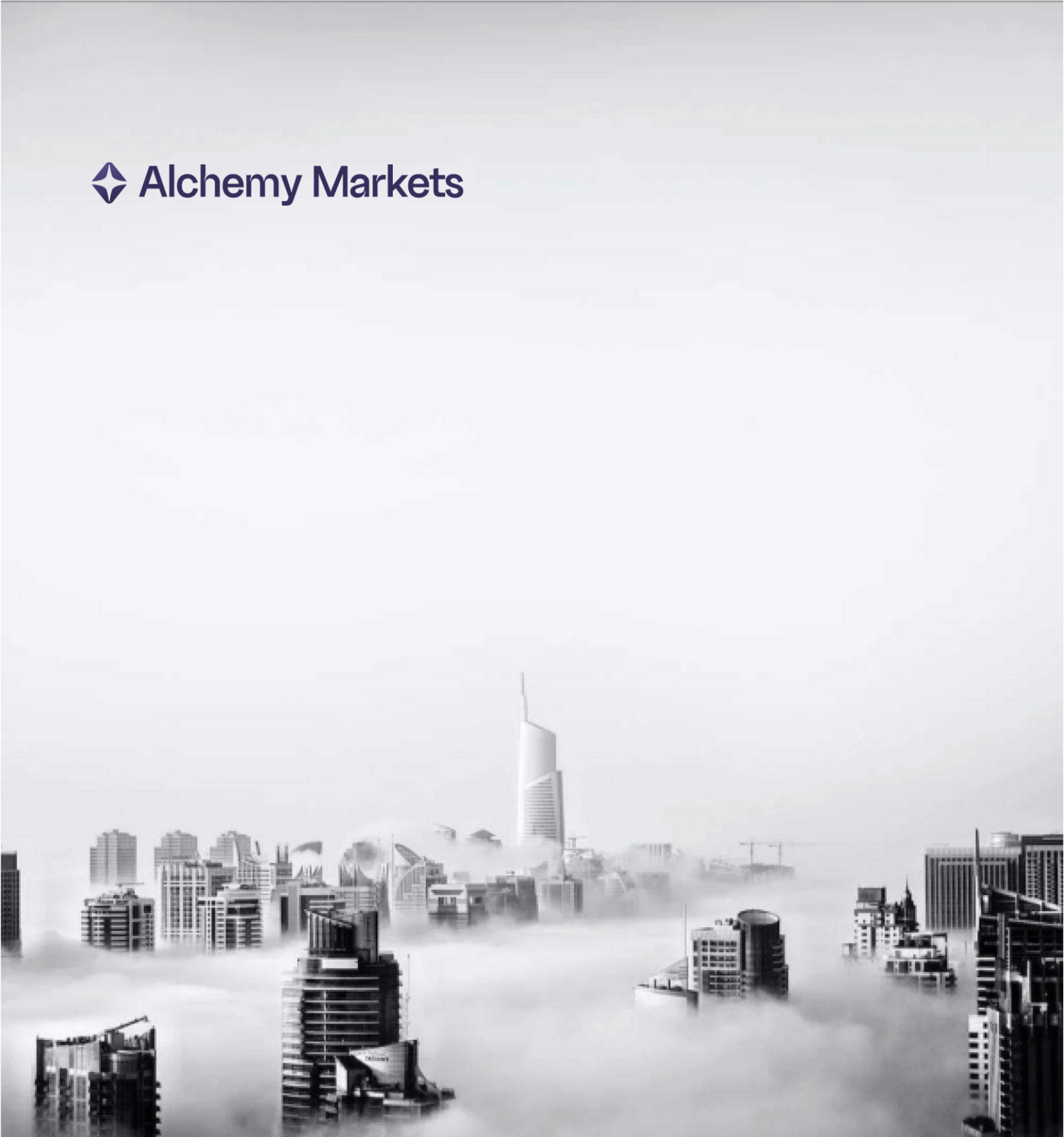
Telephone: (+356) 2124 9245

Website: www.financialarbiter.org.mt.

Additional Information

We will handle your complaint fairly, impartially, and without prejudice to your relationship with us. All complaints are treated confidentially and in accordance with applicable data protection laws.

Crestmark Trading Ltd (trading as Alchemy Markets) is authorized and regulated by the Malta Financial Services Authority (license number is/56519) to provide investment services in terms of the investment services act (cap.370 of the laws of Malta).



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