

At DELTASTOCK, we aim to provide you with the highest standards of service; however, there may be an occasion when you feel you have cause for complaint.

If you are not completely happy with our service, we would like to hear about it – that way, we can do something to put it right. Our aim will always be to bring such matters to a conclusion promptly and to your entire satisfaction.

We want to:

- make it easy for you to inform us about your complaint;
- give your complaint the attention it deserves;
- resolve your complaint without delay;
- make sure you are satisfied with how your complaint was resolved;

If you are not satisfied with any aspect of our service or products you can tell us your concerns in the following ways:

- **by e-mail:** [compliance@deltastock.com](mailto:compliance@deltastock.com);
- **online:** <http://www.deltastock.com/english/home/feedback.asp?t=6>
- **in writing:** Sending your letters to your preferred office, please address them to the Compliance Department. A “**Customer Complaint Form**” <sup>1</sup> is available for your convenience. Please visit our company’s website to find detailed address information.

Please provide the following information when you get in touch with us:

- Your name, address and account number (if applicable);
- A clear description of your concern or complaint;
- Details of what you would like us to put right;
- Copies of any relevant documents/information;
- A daytime telephone number at which we can contact you;

Our aim is to try and resolve your complaint straightaway. Often, however, complaints need to be investigated further - if this is the case, we will write to you within three to five working days to:

- acknowledge receipt of your complaint
- tell you how long we expect it will take to resolve it
- tell you who is dealing with it

In the majority of cases, we would hope to be able to resolve your complaint within 5 (five) days. In exceptional circumstances where your complaint is particularly complex, matters may take

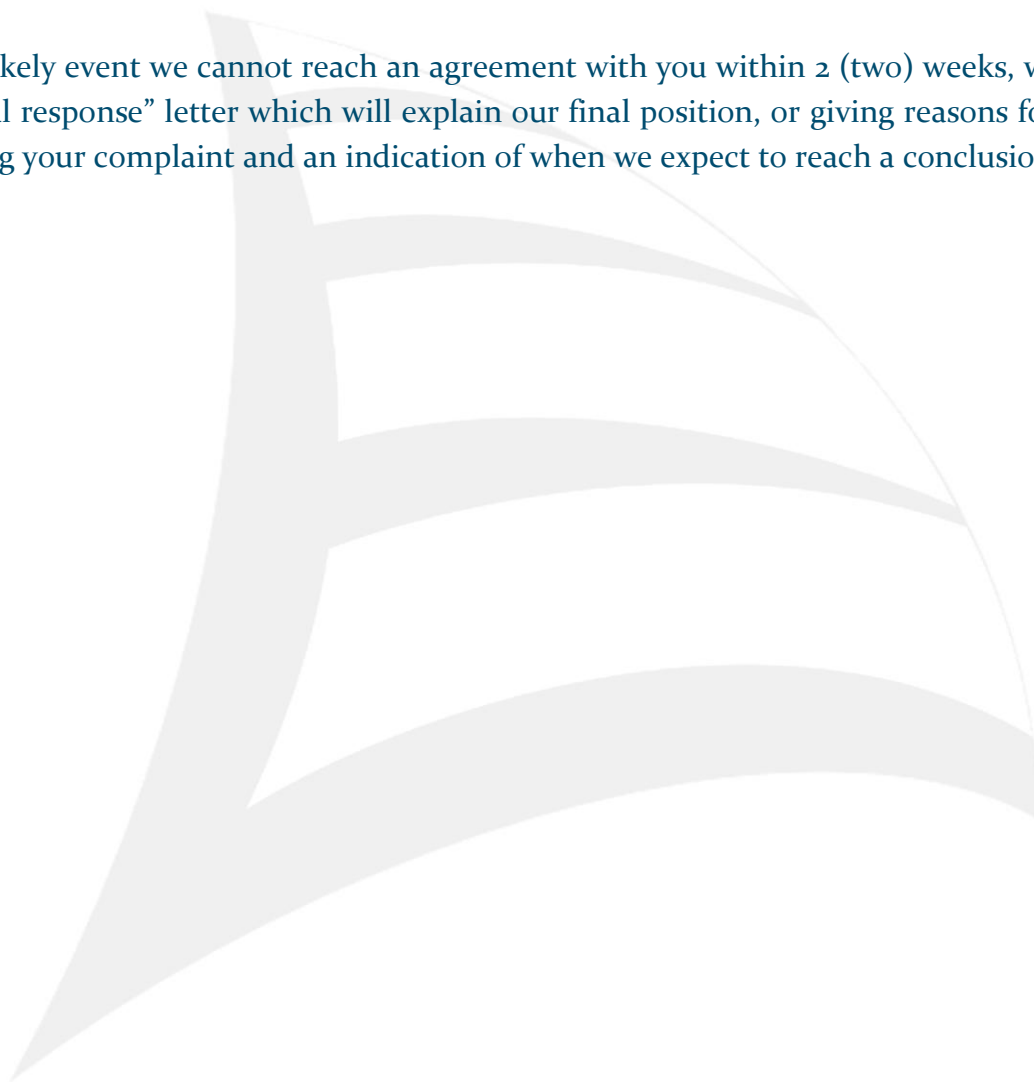
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<sup>1</sup> Appendix No 1

longer to resolve. We will however keep you informed of any progress until your complaint has been resolved.

Our aim is that your complaint should be resolved as quickly as possible by staff who have the right experience, knowledge and authority. However if you are not satisfied with our action or explanation, you can ask for your case to be referred to: Head of Compliance Department at DELTASTOCK, 115 G Tsarigradsko Shose Blvd., Megapark Office Building, Office Area "E", floor 6, 1784 Sofia, Bulgaria.

In the unlikely event we cannot reach an agreement with you within 2 (two) weeks, we will send you a “final response” letter which will explain our final position, or giving reasons for the delay in resolving your complaint and an indication of when we expect to reach a conclusion.



## CUSTOMER COMPLAINT FORM

Name of the Client: \_\_\_\_\_

Account Number: \_\_\_\_\_

E-mail: \_\_\_\_\_ @ \_\_\_\_\_ Telephone Number/FAX: \_\_\_\_\_

Postal Address: \_\_\_\_\_

I wish to receive a reply to the stated by me:

☐ e-mail

☐ postal address

☐ fax

Nature of complaint (Please provide full details):

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

**To be completed by an employee of DELTASTOCK**

Complaint received on \_\_\_\_\_ by \_\_\_\_\_  
(date) (Name and signature of the employee)

Reply sent on \_\_\_\_\_ by \_\_\_\_\_  
(date) (Name and signature of the employee)



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