# COMPLAINTS PROCEDURE

ZETANO (hereinafter „Zetano“) is registered brand name of the company WONDERINTEREST TRADING LTD.

WONDERINTEREST TRADING LTD (“the Investment Firm”), has adopted and implemented this complaints procedure specifically designed for its Clients in order to handle fairly and promptly the received complaints.

## 1. Definition of a Complaint

Complaint is considered to be an expression of dissatisfaction addressed to the Investment Firm by a client in a documented manner by completing and submitting the relevant *Complaint Form* - attached hereto and which is relevant to the provision of investment services and/ or ancillary services provided to him/her.

## 2. Submitting your Complaint

In order to submit your complaint, you are kindly requested to complete and submit your Complaint Form in writing and address it to the Investment Firm.

You are encouraged to use the *Complaint Form* attached herein and submit it in any of the following ways:

1. By sending by post or delivering in person the attached Complaint Form at the following address: Spyrou Araouzou, 163 Lordos Waterfront Court, Office 201, 3036 Limassol, Cyprus

2. By submitting the Complaints Form electronically at the following email address: complaints@wonderinterest.com

## 3. Acknowledging your Complaint

We will acknowledge upon receipt of your complaint within five (5) business days from the day we received your complaint. The Investment Firm will provide you a unique reference number of your complaint. The unique reference number is an alpha-numeric code which includes the code of the Investment firm, the year and the serial number. The unique reference number should be used in all of your future communication with the Investment Firm, the Financial Ombudsman and/or Cypriot Securities and Exchange Commission (“CySEC”) regarding the specific complaint.

## 4. Handling of your Complaint

Once we acknowledge upon receipt of your complaint, we will review it carefully, investigate the circumstances surrounding your complaint and will try to resolve it without undue delay.

We shall make every effort to investigate your complaint and provide you with the outcome of our investigation within two (2) months from the date you have submitted your complaint to us. During the investigation process will keep you updated on the handling process of your complaint. One of our officers may contact you directly (including communication by email or phone) in order to obtain further clarifications and information relating to your complaint. We will require your full cooperation in order to expedite the investigation and possible resolution of your complaint.

In the event that your complaint requires further investigation and we cannot resolve it within two (2) months, we will issue a holding response in writing or in another durable medium. When a holding response is sent, it will indicate the causes of the delay and when the Investment Firm’s investigation is likely to be completed. In any event, we shall provide you with the outcome of our investigation no later than one (1) month from the issuing of the holding response, depending on the complexity of the case and your cooperation.



ZETANO

Zetano is a registered brand name of Wonderinterest Trading Ltd, with registration number HE 332830. Wonderinterest Trading Ltd is a Cypriot Investment Company (CIF) under the supervision and regulation of the Cyprus Securities and Exchange Commission (CySEC) with licence number 307/16, registered office Spyrou Araouzou, 163 Lordos Waterfront Court, Office 201, 3036 Limassol, Cyprus.

## 5. Final Response

Once a Complaint's investigation is completed, a Final Response will be issued to the Client with the investigation's outcome(s).. The Investment Firm will suggest remedial measures that it intends to take, which they will lead to a mutual adequate result (if possible).

A Final Response is a written response from the Company which either:

a) accepts the Complaint and, if appropriate, offers redress (appropriate redress may not involve financial redress, it may, for example, simply involve an apology) in accordance to the Company's policy to resolve complaints in amicable and good business terms;
b) offers redress without accepting the Complaint, as a gesture of goodwill and in accordance to the Company's policy to resolve complaints in amicable and good business terms; or
c) rejects the complaint and gives reasons for doing so.

If you are not satisfied with the Investment Firm's Final Response you may check with the office of the Financial Ombudsman of the Republic of Cyprus and seek mediation for possible compensation. It is important that you contact the Financial Ombudsman of the Republic of Cyprus within four (4) months of receiving a final response from the Investment Firm otherwise the Financial Ombudsman of the Republic of Cyprus may not be able to deal with your complaint.

In the unlikely event that the Investment Firm was unable to provide you with a Final Response within the three (3) month time period specified above you may again contact the office of the Financial Ombudsman of the Republic of Cyprus no later than four (4) months after the date when we ought to have provided you with our Final Response.

Contact Details of the Financial Ombudsman of the Republic of Cyprus:

**Website:** http://www.financialombudsman.gov.cy
**Email:** complaints@financialombudsman.gov.cy
**Postal Address:** P.O. BOX: 25735, 1311 Nicosia, Cyprus
**Telephone:** +35722848900
**Fax:** +35722660584, +35722660118

You may maintain your complaint with the Cyprus Securities and Exchange Commission. However please note that the Cyprus Securities and Exchange Commission does not have restitution powers and therefore does not investigate individual complaints.

Contact Details of the Cyprus Securities and Exchange Commission:

**Website:** http://www.cysec.gov.cy
**General email:** info@cysec.gov.cy
**Postal Address:** P.O. BOX 24996, 1306 Nicosia, Cyprus
**Telephone:** +35722506600
**Fax:** +35722506700



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# COMPLAINT FORM

| OFFICIAL COMPANY COMPLAINT FORM | |
|---|---|
| **DATE:** | |
| **CLIENT DETAILS:** | |
| Name: | |
| Surname: | |
| Legal Company Name (in case the Client is a legal person): | |
| Trading Account Number: | |
| **CONTACT DETAILS OF THE CLIENT:** | |
| Postal Address: | |
| City/Province: | |
| Postal Code: | |
| Country: | |
| Telephone Number: | |
| Email: | |
| **INFORMATION REGARDING THE COMPLAINT** | |



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| | |
|---|---|
| Date the complaint was created: | |
| Employee who offered the services to the Client: | |
| Main remarks of theComplaint: (use separate sheet if necessary) | |

Note: Kindly provide us with any supporting evidence regarding your complaint that you may have, if applicable, in order to enable the Investment Firm to investigate further your complaint.

| **FOR OFFICIAL USE ONLY** | |
|---|---|
| Received on: | |
| Received by: | |
| Assigned to: | |
| To reply by: | |

## 6. Questions on this Policy

If you require any further information and/or have any questions about this Complaints Procedure please direct your request and/or questions to support@zetano.com

Date of last update: September 2026



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