



K33 Customer Complaints

K33 aims to provide high-quality and reliable services. If you are dissatisfied with any aspect of our service, you have the right to submit a complaint. We take all complaints seriously and will handle them promptly, fairly and in accordance with applicable regulations.

How to submit a complaint

You may submit a complaint by email to: markets@k33.com

Your complaint should include:

- your name and contact details,
- a clear description of the issue,
- relevant dates, transactions or supporting documents.

You may also use the Customer Complaints Template on our website.

How we handle your complaint

- You will receive an acknowledgement confirming that we have received your complaint within 2 business days.
- We will conduct an objective and independent assessment.
- If follow-up questions arise during the process, we will contact you in writing.
- You will receive a written response with our conclusion and any applicable next steps. Complaints are normally processed within 15 business days from receipt of the complaint. If the assessment of a complaint requires a longer processing time, we will inform you in writing.

Still dissatisfied?

If you remain dissatisfied after receiving our final response, you have the right to escalate the matter to Forbrukertilsynet or another competent authority.