



## K33 Customer Complaints

K33 Markets AS ("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.

### Admissibility of complaints

A complaint will be considered admissible by K33M if the following conditions are met:

- The complainant is a customer of K33M.
- The complaint relates to a service provided by K33M.
- The subject matter of the complaint can reasonably be linked to the service provided to the complainant.
- The complaint is submitted in writing through the designated channels.

### How to submit a complaint

You may submit a complaint

- By email to: [markets@k33.com](mailto:markets@k33.com), or
- By post:  
K33 Markets AS  
Munkedamsveien 45  
0250 Oslo  
Norge

Your complaint should include the following information:

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

If the complaint is submitted by email, please include "Complaint" or "Klage" in the subject line of your email, to ensure that your complaint is handled efficiently. This will help us categorize and process your request in a timely and organized manner.

We highly encourage to use the Customer Complaints Template available on our website when submitting a complaint.



## How we handle your complaint

- We will acknowledge receipt of your request promptly
- The admissibility of the complaint will be assessed without undue delay, and normally within 2 business days.
- We will conduct an objective and independent assessment of the complaint.
- If additional information is required during the assessment 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 the Forbrukertilsynet or another competent authority, as applicable.