

Complaints Handling Procedure Summary



As of April 2026

Clear Street Europe B.V.
Summary of the Complaints Handling Procedure
Last Updated: April 2026

1. Purpose and scope

Clear Street Europe B.V. ("CSE") is authorized and regulated by the Dutch Authority for Financial Markets ("AFM") and as such is required to maintain robust procedures for the handling of complaints. We aim to handle complaints promptly, fairly, and transparently. This disclosure explains how you can contact us, what we will do, and your options if you remain dissatisfied. It reflects Dutch law and EU requirements, including the Dutch Financial Supervision Act ("Wft") and the Delegated Regulation (EU) 2017/565.

2. What counts as a complaint

A complaint is any expression of dissatisfaction from or on behalf of a client or prospective client about our investment or ancillary services, whether written or oral and whether justified or not, where you allege actual or potential financial loss, material distress, or material inconvenience.

3. How to contact us

You can submit a complaint free of charge and by any reasonable means including letter, telephone, email, and in person:

- Email: csecompliance@clearstreet.io
- Address: Strawinskylaan 4117, 6th Floor, 1077 ZX, Amsterdam

4. How we will handle your complaint

We will acknowledge your complaint within three business days. If we can resolve it within that time, we will send you a short written confirmation of the outcome (a "Summary Resolution Communication"). If we need more time, we will confirm receipt and aim to provide our final response within eight weeks of receiving your complaint. If we cannot do so within eight weeks, we will explain why and tell you when to expect a final response.

Your complaint will be logged and investigated promptly by someone not directly involved in the matter. We assess the subject matter, all available evidence, whether the complaint should be upheld, any appropriate remedial action or redress, and whether another party may be solely or jointly responsible. Where appropriate, we will offer fair compensation.

5. If another party may be responsible

With your explicit consent, we may forward your complaint to another party if we reasonably believe they may be solely or jointly responsible. We will tell you that we have forwarded it, why, and provide their contact details. If we receive a complaint forwarded to us, we will treat it as if you sent it to us directly.

WeWork, Strawinskylaan 4117, 1077 ZX Amsterdam, the Netherlands

Clear Street Europe BV (Company Number: 94809402)

www.clearstreet.io

6. If you remain dissatisfied

If you are not satisfied with our confirmation of a quick resolution, or with our final response, or if we have not sent a final response within eight weeks, you may take civil action. You may also be able to refer your complaint to the Financial Services Complaints Institute (KiFid) if you are a retail client. If we do not handle your complaint within six weeks after acknowledging receipt or eight weeks after submission you may file directly with KiFid. Please note that complaints about clearing services or if you are a professional client cannot be addressed to KiFid. For eligibility, process, and contact details, see www.kifid.nl.

7. Keeping you informed and improving

We will communicate with you clearly and in plain language, provide updates without undue delay, and explain our decisions. We monitor complaints to identify and address root causes and improve our services.