Complaints Handling Policy

We are WHITE STONES MANAGEMENT LTD, registered under the number HE 428792 in accordance with the legislation of Cyprus republic, with the address: Andrea Paraskeva, 44, Strovolos, 2024, Nicosia, Cyprus, a Platform provider.

1. This Complaints handling procedure describes how we handle complaints received from clients, including procedures for record keeping and reporting.
2. Clients can complain via the following channels:
   By email support@etrionis.com
3. We will review all the relevant documentation from our files and systems. Additionally we may; as required, interview any employees or other persons involved in the process.
4. We will examine all customer complaints no later than within 15 working days from the receipt of the complaint. A detailed and reasoned response will be provided to the customer via email, or via an alternative medium if agreed in advance with the customer.
5. In exceptional circumstances, if the response cannot be provided within 15 working days for reasons beyond our control, we will send a holding reply, clearly indicating the reasons for the delay, and specifying the deadline by which our customer will receive the final reply. In any event, the deadline for receiving the final reply may not exceed 2 (two) months from the receipt of the complaint.
6. We shall examine the customer complaints free of charge.
7. We will send the complainant with a final response with, where appropriate, offer of redress or remedial action or rejection of the complaint, giving reasons for doing so.
8. Our final reply to the customer will include notification about the details of out-of-court, alternative dispute resolution, and further information in this regard.
9. After 8 weeks pass the complainant may refer his/her complaint to the Financial Ombudsman of Cyprus - website: https://www.financialombudsman.org.cy.