

Customer Complaint Form

Version 1. Last Updated November 2025

By filing this form, you submit an official complaint to OEXN Limited (hereinafter, "the Company") in relation to your account with the Company.

'Complaint' shall mean any statement of dissatisfaction addressed to the Company by a client relating to the provision of investment services.

This Complaint form can be submitted along with a copy of your identification document in the following ways:

- By filling and submitting this form
- By email to complaints@oexn.com

Complainant's Name *

First Name

Last Name

Date of complaint *

Day

Month

Year

Complainant's Address *

Street Address

Street Address Line 2

City

Postal / Zip Code

Country

Complainant's Phone Number *

Email *

example@example.com

Subject

Account Number *

Please enter your trading account number

Amount Disputed (if applicable, please enclose any evidence and/or relevant documentation to support your claims)

Date of Trades in question

Day Month Year

Description of complaint: *

Complaint Category *

Execution of orders (e.g. delay in execution, requotes, slippage, erroneous trades etc.)

Investment advice (e.g. unsuitable advice)

Quality or lack of information provided

Terms of contract/fees/charges

General admin/Customer services (including custody/safekeeping services)

Unauthorised business being offered or carried out

Issue in relation to withdrawal of funds

Other

High Risk Investment Notice: CFDs are complex instruments and come with a high risk of losing money rapidly due to leverage. 50% of retail investor accounts lose money when trading CFDs with this provider. You should consider whether you understand how CFDs work and whether you can afford to take the high risk of losing your money. Please consider our Risk Disclosure.

OEXN Limited is a company registered in Cyprus with registration number HE412340 and is authorised and regulated by the Cyprus Securities and Exchange Commission (licence no. 423/22).

Registered Address: 106 Gladstonos, Limassol, 3032, Cyprus

Business Address: 72A 28th of October Avenue Office 201, Nicosia, 2414, Cyprus

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