

Complaints Policy



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Guiding principles

We want to give you the best customer support service possible and will always try to solve any issue you present in a quick and positive manner. On the rare occasions when things don't work out, please contact us by email or by phone and we will be available to help you.

If you are not satisfied with our service, you have the right to make a formal complaint. As part of our commitment to quality and control, and to meet our regulatory obligations, we have established procedures to ensure that all complaints received from former, potential or existing clients are handled in a timely and satisfactory manner.

Your right to complain

As a client, you have the right to file a complaint if you believe you have suffered a financial loss, material stress or inconvenience of any kind as a result of actions taken by our staff as employees of Goparity.

Our commitment

When we receive a complaint, we take the following steps to solve it:

- By the end of the business day following the submission of your complaint, we will review the reasons for your complaint and provide you with a justification and/or an apology and/or offer financial compensation. If we cannot solve the complaint, then:
 - Within 10 business days, we will send you an email. If we have not reached a conclusion within this period, we will explain why and indicate the expected conclusion date;
 - Within 4 weeks of receiving the complaint, we will explain our decision and the action we have taken to you, including any advice we have received on how to solve the complaint. If appropriate, we will offer redress by way of an apology and/or compensation.
 - Within 8 weeks, we will write our final response, explanation and any offer of redress to you. If you have not received a response from us that you consider satisfactory during this period, then you have the right to refer the matter to the CMVM. If our final letter is not satisfactory, you should inform us and we will send you a formal deadlock letter.

The Portuguese Securities Market Commission (Comissão de Mercado de Valores Mobiliários – “CMVM”) and the Investor Relations Department (“DRI”)

Goparity is regulated by the CMVM, a body whose mission is to supervise and regulate the financial instruments markets, as well as the agents that operate in them, promoting the protection of investors. As part of its scope of action, the CMVM established the DRI, the function of which is to receive and hear complaints against authorised companies if the parties involved have been unable to solve the matter between themselves.

European Commission – Online Dispute Resolution

Since February 2016, the European Commission has had an online dispute resolution platform that allows you to submit a complaint from any European country via its online complaint form. This project is intended to help with the submission of cross-border complaints.

The platform can be accessed at: ec.europa.eu/consumers/odr/

Contacts

Goparity

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Telephone: +351 211 364 156

Email: support@goparity.com

Website: www.goparity.com

[Electronic Complaints Book](#)

CMVM

Address: Rua Laura Alves, n.º 4, apartado 14258, 1064-003 Lisbon

Telephone: +351 800 205 339

Email: cmvm@cmvm.pt

Website: www.cmvm.pt

European Committee

Online Dispute Resolution

Website: www.ec.europa.eu/consumers/odr/

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