

Procedure for receiving Complaints and conducting Investigations



1. Introduction

360X AG (hereinafter 360X) is incorporated in Germany (Commercial Register Frankfurt, No. HRB 122917). Our registered office is Grüneburgweg 16-18 / Westend Carrée, 60322 Frankfurt am Main, Germany. 360X is authorized and regulated by the Bundesanstalt für Finanzdienstleistungsaufsicht (“BaFin”).

2. Submission of complaints

At 360X a complaint refers to any statement of dissatisfaction that a client within the meaning of Section 67 (1) WpHG or a potential client (both “the complainant”) addresses to the Company relating to her provision of an investment service or an ancillary investment service.

The Compliance Team shall accept all Complaints for preliminary investigation received via communication channels, including reports received from anonymous or confidential sources. If requested by any Complainant, 360X AG shall ensure that information about the Complainant is not disclosed. However, such information may be disclosed if required by internal regulations or by specific decisions made by the 360X’s management bodies with notifying the Complainant. Complaints may be sent via the following communication channels:

- ↳ Directly to the Relationship Manager;
- ↳ By mail marked “to the attention of the Compliance Department” , 360X AG, Westend Carree, Grüneburgweg 16-18, 60322 Frankfurt am Main;
- ↳ By email at complaints@360x.com;
- ↳ The complaint should include at least the following information:
 - ↳ Name, surname and contact details of the complainant
 - ↳ Name of the company of the complainant
 - ↳ Date and time that the issue arose
 - ↳ Description of the complaint

3. Handling your complaint

360X AG has internal policies in place to address how complaints are managed by 360X AG. Once we have received your complaint, we will confirm the receipt via Email. We aim to resolve the issue as quickly within seven business days. If the complaint could not be resolved within this period, the client or potential client will be informed about the causes of the delay and indicate when the investigation by the Company is likely to be completed.

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If we have not been able to resolve your complaint, or you are not satisfied with our response then you may be entitled to address your complaint to the relevant Supervisory Authority:

Bundesanstalt für Finanzdienstleistungsaufsicht (BaFin)
Dienstszitz Frankfurt am Main: Marie-Curie-Str. 24 - 28, 60439 Frankfurt am Main