

Procedure for Submitting and Handling Complaints

AtlantEX OÜ handles client complaints in accordance with its established internal procedure.

If you believe that a service was provided improperly, a transaction was processed in breach of the applicable requirements, a response was incomplete, the review period was unduly prolonged, or you disagree with any act, omission, or decision of AtlantEX OÜ, you are entitled to submit a complaint.

1. How to submit a complaint:

2. A complaint may be submitted by the following means:
3. by e-mail: complaints@atlant-ex.eu
4. via the web form / client portal
5. via any other officially published AtlantEX OÜ channels designated for client submissions

2. Languages for handling complaints:

AtlantEX OÜ accepts and handles complaints at least in the following languages:

1. Estonian
2. English

In addition, complaints may be accepted and handled in Russian.

3. What to include in a complaint

For the purpose of handling a complaint, it is recommended to provide:

1. the complainant's name and contact details
2. the client identifier, if available
3. a description of the circumstances of the complaint
4. the date or period of the relevant event
5. transaction details, if the complaint relates to a specific transaction
6. documents or other materials supporting the circumstances of the complaint
7. the outcome sought by the complainant

4. Review procedure

Upon receipt of a complaint, AtlantEX OÜ registers it and reviews it in accordance with its internal complaints-handling procedure.

If additional information or documents are required to review the complaint, AtlantEX OÜ is entitled to request them from the complainant.

Following the review of the complaint, the complainant is sent a written response.

5. Standard complaint form

For convenience, you may use the standard complaint form set out below / available via the link / in the client portal.

Contact details for enquiries

6. For questions regarding the submission and handling of a complaint, you may contact us at:

E-mail: complaints@atlant-ex.eu