



BUX Zero

# **COMPLAINTS INFORMATION**

Date: 29 April 2019

Version 2.0

BUX B.V. is a private limited liability company (besloten vennootschap met beperkte aansprakelijkheid) with its statutory seat in Amsterdam, the Netherlands, registered with the Trade Register of the Dutch Chamber of Commerce in Amsterdam under number 58403949. BUX B.V. is authorised as an investment firm and supervised as such by the Dutch Authority for the Financial Markets (AFM).

## COMPLAINTS INFORMATION

In the event of you having any reason to feel dissatisfied with any aspect of our service, in the first instance you should contact our Customer Support: [support@getbux.com](mailto:support@getbux.com). Most customer's concerns can be resolved by our Customer Support, who will do all they can to help.

If the matter cannot be resolved at this level, you should make it clear that you remain unhappy with the outcome and ask the matter to be escalated. The matter will then be referred to our compliance department.

### **By post:**

If you prefer, write to us at:

BUX B.V. – Compliance department

Spuistraat 114B

1012 VA Amsterdam

Netherlands

**By email:** [compliance@getbux.com](mailto:compliance@getbux.com)

To help us investigate your complaint as quickly and efficiently as possible, please provide us with your name and address, a daytime telephone number on which we can contact you, and if contacting us in writing, your account details. Please provide a clear description of your complaint, and what you would like us to do to resolve it.

The compliance department will acknowledge your complaint within five business days and endeavour to resolve your complaint within 28 days. However, from time to time, it may be necessary to carry out further investigation to ensure we fully resolve your complaint. If this occurs, we will keep you updated on the progress of your complaint. Our compliance department will inform you of our position on the complaint and about possible options.

If our compliance department is unable to resolve your complaint within eight weeks of receipt, or if you are not satisfied with the response, you can contact the Financial Services Complaints Tribunal (*Klachteninstituut Financiële Dienstverlening*, “Kifid”) or, if Kifid cannot handle your complaint, you may consider to take civil action in front of a competent Dutch court. If you go to court, you will subsequently not be able to apply to Kifid.

Contact information of Kifid:

Klachteninstituut Financiële Dienstverlening (Kifid)

Postbus 93257

2509 AG Den Haag

Chamber of Commerce number: 27289675

Telephone: +31 (0) 70 333 8 999

Website: <https://www.kifid.nl/>