

### Investment services provider:

**LYNX B.V., organizační složka**

**Address:** Vaclavske namesti 776/10, Nové Mesto, 110 00 Prague 1; **ID no.:** 02451778; **Offices:** Za Hanspaulkou 879/8, 160 00 Prague 6, Czech Republic; **Legal form:** branch of the Foreign investment firm; web: <https://www.lynxbroker.cz/>; ref.nr.: A 76398 Municipal court in Prague

**Regulatory body:** the Czech National Bank ([www.cnb.cz](http://www.cnb.cz)); Branch of foreign Investment firm (non-bank); *execution only* services

**Parent company:** LYNX B.V., Herengracht 527, 1017BVAmsterdam, the Netherlands, ID no. 34253246; KVK, web: <https://www.lynx.nl/>; both parent company and branch ("LYNX").

**Regulatory body:** The Dutch Authority for the Financial Markets (AFM)/ De Autoriteit Financiële Markten (AFM)

### Introduction

At LYNX we see every complaint or statement of dissatisfaction as an opportunity to improve our services. When a client expresses his or her displeasure it will provide an interesting insight into the customer experience. By handling the complaint with the outmost care, we are having set to our self the goal to solve the problem of the client. LYNX B.V. is a licensed investment firm providing execution-only services both to retail and professional clients and is an exempted payment service provider. This means that LYNX also falls under the MiFID II definition of investment firm. As such, LYNX is regulated by the Market in Financial Instruments Directive (MiFID II) and the MiFID Delegated Regulation. This legislation imposes on LYNX several obligations with regards to its adequate complaints handling procedure for its clients. Therefore, LYNX must establish, implement and maintain an effective and transparent complaint management policy and procedures for the prompt handling of clients' or potential clients' complaints. This summary of our Complaint Handling Policy will provide an insight about how LYNX will handle the complaints received from its clients. For the Czech physical branch is also applicable local law e.g. AML Act and ZPKT; for virtual branches LYNX Poland and Slovakia is applicable Dutch law and maintenance is from the LYNX Czech branch.

**Customer means:** client (e.g. proxy holder, investor, consumer).

### Definition of Complaint

A complaint is defined as a every statement or expression, verbally or in writing, of dissatisfaction addressed to a firm by a client or prospective client, relating to the provision of every service which LYNX provides. A complaint can be directed to us via i.e. e-mail, telephone, social media, or any other means of communication used by LYNX. Clients or potential clients should be enabled to express their dissatisfaction with investment services provided by investment firms in the interests of investor protection as well as strengthening investment firms' compliance with their obligations. Clients' or potential clients' complaints are handled effectively and in an independent manner by the Complaint Handling Desk. This Desk is responsible for handling all the incoming complaints.

### Summary of the procedure

The following procedure is followed when LYNX receives a complaint from a client or prospective client: Clients could submit their complaint orally or in writing via multiple channels, like e-mail, telephone or letter, etc. The most user-friendly way for the client to submit the complaint is via [reklamace@lynxbroker.cz](mailto:reklamace@lynxbroker.cz). When LYNX receives a complaint (verbally or in writing) in different way than described above, then the details of this complaint are forwarded to the Complaint Handling Desk. After receiving the complaint, the Complaint Handling Desk employee will provide a written acknowledgement, within **3 business (working) days** of receipt of the complaint, to the complainant. Together with this acknowledgement the employee will send the summary the Compliant Handling Policy. LYNX uses fair, clear and plain language in their communications to the complainant.

LYNX informs the complainant about their options in making a complaint, including their option to refer their complaint to a local Financial Services Complaints Tribunal or Ombudsman (see **Contacts**). LYNX will do everything in its power to resolve the complaint within 4 weeks. If not resolved within this time period, LYNX sends a notification (by e-mail) to the client in which we inform the client about the cause of the delay and when we expect to give a final update.

#### **LYNX B.V., ORGANIZAČNÍ SLOŽKA**

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110 00 Praha 1, Česká republika

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E: [info@lynxbroker.cz](mailto:info@lynxbroker.cz)

T: 800 877 877 (free)  
W: [www.lynxbroker.cz](http://www.lynxbroker.cz)

**Contacts:** You can contact below mentioned authorities

### Czech Republic:

**Financial Arbiter:** Legerova 1581/69, 110 00 Praha 1, web: <https://finarbitr.cz/cs/kontakt/kontakt.html>

**Czech National Bank:** Na Příkopě 864/28, 115 03 Praha 1, web <https://www.cnb.cz/cs/>

For clients coming from Poland and Slovakia:

### Slovak republic:

**National Bank of Slovakia:** Imricha Karvaša 1, 813 25 Bratislava, web <https://nbs.sk/o-narodnej-banke/kontakty/>

### Polish republic:

**Komisja Nadzoru Finansowego,** ul. Piękna 20 skr. poczt. 419, 00-549 Warsaw, web: [https://www.knf.gov.pl/en/Contact\\_us](https://www.knf.gov.pl/en/Contact_us)

**Urząd Ochrony Konkurencji i Konsumentów,** pl. Powstańców Warszawy 1, 00-950 Warszawa, web: [UOKiK - Urząd](https://www.uokik.gov.pl/)

### **Monitoring**

The complaint handling procedure is being monitored by the Compliance department of LYNX.

### **Record Retention**

All complaints are logged in the complaint register and full recorded in the client file for the period at least 5 years.

### **Client protection**

LYNX B.V. protects the interests of investors, consumers and their data and personal data:

<https://www.lynxbroker.cz/info/ochrana-osobnich-udaju/>; <https://www.lynxbroker.pl/info/ochrona-danych-osobowych/> and <https://www.lynxbroker.sk/info/ochrana-osobnych-udajov/>

Insurance information: <https://www.lynxbroker.cz/investicni-ucet/pojisteni-uctu/>; <https://www.lynxbroker.pl/rachunek-inwestycyjny/ochrona-konta/> and <https://www.lynxbroker.sk/obchodny-ucet/poistenie-uctu/>

### **Final provision**

Information duty fulfillment (CZ only/CNB request): <https://www.lynxbroker.cz/info/informacni-povinnost/>

Documentation & Information memorandums: <https://www.lynxbroker.cz/podpora/dokumenty/>; <https://www.lynxbroker.sk/podpora/dokumenty/> and <https://www.lynxbroker.pl/wsparcie/dokumenty/>

A printed version of this document is available at the LYNX office. LYNX reserves the right to update this document.

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**Classification of info:** public document