

Complaints

Valid from: 29.04.2025

At ECMx Ltd., it is of utmost importance to us that everyone who interacts with our company is satisfied with our services and customer support. However, we recognize that despite our best efforts, there may be instances where concerns or complaints arise.

If you wish to file a complaint regarding ECMx Ltd., please submit it in writing to the contact details provided below.

Responsible Person for Complaints:

Contact Person: Linda Szerencsés-Lancendorfer (Compliance Officer)

E-mail Address: linda.szerencses@ecmxinternational.com

Written complaints are recorded, and we respond to them within 7 days at the latest, initiating the investigation of the complaint. The deadline for completing the investigation is 90 days, and the complainant will be informed of the outcome in writing.