

## Complaints Handling Procedure

Gate.MT value customer satisfactions and strive to improve its services and analyse complaints handling data in order to ensure a smooth customer experience. All complaints received by Gate.MT are registered as soon as they are received. Hence, if you have a complaint, kindly submit it the manner defined below.

### A. How to place a complaint

Complaints related the services offered by Gate.MT and any related mobile applications must be sent via email to: [support@gatemt.com](mailto:support@gatemt.com). In order to reach a quick resolution of your complaint, please ensure that the complaint contains a clear description of the facts supporting your claim and provide any document/evidence where possible.

### B. Complaint handling

Gate.MT will investigate the reason of your complaint and strive to provide you with a final response without delay, and in any case, by not later than thirty (30) days from the date of the submission. In the unlikely event that a final response cannot be provided within the expected time limits, you will be provided with a description regarding the cause of the delay and an indication of when the investigation will be completed.

### C. Other

If you are still dissatisfied with the handling of your complaint, you may opt to refer your complaint in writing to The Office of the Arbiter for Financial Services, as per below:

The Office of the Arbiter for Financial Services  
First Floor  
St Calcedonius Square  
Floriana FRN1530  
<http://www.financialarbiter.org.mt>  
80072366 or +35679219961