

REAL MONEY EUROPE

Metal Bank

COMPLAINTS PROCEDURE

This document explains how to submit a complaint to Real Money Europe and how we handle it.

1. What Is a Complaint

A complaint is a report expressing dissatisfaction with one of our products, services or conduct. It may concern, for example, delays, errors in transactions, or issues with the platform or with the support you received.

2. How to Submit a Complaint

You can submit a complaint to us through:

- email: complaints@realmoneyeu.com;
- post, at the following address: Real Money Europe Limited, Block 4 Harcourt Centre, Harcourt Road, Dublin 2, D02 HW77, Dublin, Ireland;
- the dedicated “Complaints” section on our website, www.realmoneyeu.com.

3. What to Include in Your Complaint

To help us handle your request more quickly, please provide:

- your first and last name and contact details;
- a description of the issue you experienced;
- any supporting documentation (e.g. emails, screenshots);
- the outcome you expect from your complaint.

Submitting a complaint is free of charge.

4. Who Handles Your Complaint

Complaints are handled by our Compliance function, which will assess your request impartially and provide you with a clear response on the outcome.

5. Handling Timeframes

Stage	Timeframe
Acknowledgement of receipt	Within 5 business days
Response with the outcome or an update	Within 30 business days

If the matter is complex and requires more time, we will keep you updated on the status of your request.

6. If You Are Not Satisfied With Our Response

If your complaint concerns the processing of your personal data and you are not satisfied with our response, you can contact the Data Protection Commission (DPC), the Irish data protection supervisory authority.

For other types of complaint, you can contact the competent consumer protection authorities in Ireland or in your country of residence.

7. Contact

If you have any questions about this procedure, you can write to us at complaints@realmoneyeu.com.

Last updated: August 2026