

12/01/2021

Dear Etoro,

To Avi, Ira Morstyn, Simon Peters,

I'm making an official complaint no 11, which I am calling

11. Etoro failed to comply with own T&C and ignored CySEC requirements regarding complaint procedures.

I made 10 major, substantial complaints, supported with evidence documents, resulting major direct and indirect financial losses, and Etoro failed to provide me with final response to each of my complaint, instead Etoro closed all but one complaint with just one email, without providing reason or any response.

The complaints that Etoro failed to address (number and ticket number):

10 01411700 Total claim for mental and financial damages

9 01411760 Offering Higher membership and other SCAM-like actions

8 01411748 My personal, mental, family and legal damages

7 01411693 Problems with withdrawal of investor's funds

6 01411679 Unjust and premature account termination-execution orders against users interest

5 01411668 Misrepresentation

4 01411657 Appropriation of Crypto Assets in Etoro X Wallet

3 01411649 Violation of FCA & CySEC regulations

2 01411641 Gross Financial Misconduct

1 01411630 Etoro's negligence and failure to carry out social responsibility interactions and duty of customer care

This way Etoro is extending my personal suffering as I cannot yet get closure on above issues but have to endure Etoro's non compliant red tape preventing me from getting answers to my genuine complaints. It all adds to my time spent on dealing with Etoro to get the right responses to their failures, and puts a strain on my mental health and therefore will increase the total compensation value.

Main reason for this complaint is that it gets a formal final response from Etoro which then will be submitted to Obudsman as an ongoing evidence of Etoro`s manipulations and hindrance of seeking justice and prohibiting users of finding resolution to genuine complaints. More importantly CySEC will be informed with more evidence of Etoro`s systematic failures.

Regards,

[REDACTED]

[REDACTED]

[REDACTED]