

Results of the proceedings in your case No. 9269485-30

We are pleased to inform you that your request has been successfully received and processed by our Gibraltar Dispute Resolution and Compensation (GFSC) team. In accordance with the Markets in Financial Instruments Directive II (MiFID II), which regulates financial markets and protects the interests of investors since January 3, 2018, We have identified violations of your rights as an investor by the brokerage company “Global FX”.

Your case has been assigned the number: **No. 9269485-30**. After checking your account, registered in the name of **Shiyan Sergey Vladimirovich**, the following investment violations were identified:

1. Violations related to maintaining accounts in accordance with MiFID II:

1.1. Illegal transactions of purchasing shares and securities for fiat currency (for example, rubles or dollars) without prior notice to the client and obtaining written permission. These transactions were not reflected in the reports submitted by the company to the regulator.

1.2. Delays in processing withdrawal requests: The broker is required to process clients' withdrawal requests within the specified time frame.

1.3. Full account management allows you to limit or block access to your account without prior notice, which is a violation and prevents clients from accessing their funds at any time.

1.4. Submitting an application to liquidate an account during an audit without the prior consent of the client, which allows the appropriation of the investment portfolio and may entail the risk of loss of client funds. The application was rejected due to non-compliance with regulatory requirements.

2. Violations related to AML (Anti-Money Laundering) and KYC (Know Your Customer) rules:

2.1. Detection of information about the transfer of client personal data to third parties related to investment activities in order to attempt to create fictitious processes for the withdrawal of cryptocurrency assets in order to enrich the company. At the moment, there is no accurate data on the implementation of such fraudulent activities by the company.

In connection with the transfer of your data to third parties, we recommend that you pay attention to the phrase «**Return No. 9269485-30**» on all relevant documents and letters in order to avoid possible cases of fraud.

To ensure your safety, it is important to pay attention to the following characteristics when collaborating with officials involved in asset forfeiture at all stages of the procedure:

- All letters received at your email address related to confiscation contain the full name, address, and also indicate the refund number **No. 9269485-30**.

If you encounter any suspicious emails as part of your refund process, please report them to:

2.2 Failure to provide a securities and shares purchase agreement allowing the client to prove trading and exchange activities in his country.

2.3 Creating fictitious activities on the platform that hide the client's real trading operations, which is misinformation.

Based on the investigation and review of the sub-account and main account, the Gibraltar Resolution and Compensation Unit (GRCU) decided to temporarily freeze the account holding a portfolio of assets valued at **21 212 U.S. Dollars** for a period of 5 days. This list includes shares of Coca-Cola and GMKN, Puerto Rican government bonds and oil futures contracts held in an escrow account.

According to the audit results, the investor has the right to confiscate assets during the specified period. Confiscation of frozen assets is possible subject to their sale and legalization of funds under the StAR

program. The banking institution must be willing to cooperate with the World Bank and systematically implement the processes under the StAR initiative.

Albert Mena
Chairman, Financial Services Resolution and Compensation
Committee



Samantha Barrass
Chief Executive Officer

