

## **INFORMATION LEAFLET FOR CLIENTS RESIDING IN THE UNITED KINGDOM**

As a result of Brexit, the UK left the EU on the 31<sup>st</sup> of January 2020 and entered a ‘transition period’, during which EU law and the MiFID pass-porting regime continued to apply in the UK, allowing us to provide the services for which we received authorization from the Hungarian Central Bank in the UK under the freedom to provide services. On December 31<sup>st</sup>, however, the ‘transition period’ expired and from the 1<sup>st</sup> of January 2021 onwards, we are offering our services to clients residing in the UK under the ‘Temporary Permissions Regime’ established by the Financial Conduct Authority (FCA).

The ‘Temporary Permissions Regime (TPR)’ enables us to continue operating in the UK within the scope of our current permissions for a limited period after the end of the ‘transition period’, while we seek full UK authorization, if required. As a firm operating under the ‘Temporary Permissions Regime’, we are authorized and subject to limited regulation by the Financial Conduct Authority (FCA) and are included in the Compulsory Jurisdiction (CJ) of the UK Financial Ombudsman Service.

As you know, as a result of Brexit, the UK left the EU on the 31<sup>st</sup> of January 2020 and entered a ‘transition period’, during which EU law and the MiFID pass-porting regime continued to apply in the UK, allowing us to provide the services for which we received authorization from the Hungarian Central Bank in the UK under the freedom to provide services. On December 31<sup>st</sup>, however, the ‘transition period’ has expired and from the 1<sup>st</sup> of January 2021 onwards, we are offering our services to clients residing in the UK under the ‘Temporary Permissions Regime’ established by the Financial Conduct Authority (FCA).

Whilst the ‘Temporary Permissions Regime (TPR)’ will enable us to continue operating in the UK within the scope of our current permissions for a limited period after the end of the ‘transition period’ (while we make the necessary arrangements to adapt our regulatory permissions enabling us to continue our business operations in the UK), under the ‘Temporary Permissions Regime’, we are authorized and subject to limited regulation by the Financial Conduct Authority (FCA) with regard to the services we offer to our clients residing in the UK.

While most of the rules that currently apply to us as a ‘pass-porting firm (as at the end of the transition period)’ will continue to apply to our business relationship, there are a few areas that are due to change.

Thus, for clients residing in the UK, we will be subject to the ‘complaints handling rules’ established by the FCA in [DISP 1.1A.12 EU](#) and [DISP 1.3.1 R](#) of the FCA Handbook. Accordingly, we have implemented a ‘Complaints Management Policy’ for our Clients residing in the UK to ensure that we handle client or potential client complaints promptly, easily and in a transparent manner, in accordance with the ‘complaints handling rules’ established by the FCA. Our ‘Complaints Management Policy’ for Clients residing in the UK can be found on our website at the following URL: [[eBrókerház - Dokumentáció \(ebrokerhaz.hu\)](#)].

---

Access to the products and services offered by Trade GM, including financial instruments, is provided by eBrókerház Befektetési Szolgáltató Zrt. (H-1072 Budapest, Rákóczi út 42.), whose activities are regulated by the Hungarian Financial Supervisory Authority III / 73.059 / 2000 and III / 73.059-4 / 2002 and supervised by the Magyar Nemzeti Bank.

eBrókerház is deemed authorized and regulated by the Financial Conduct Authority. The nature and extent of consumer protections may differ from those for firms based in the UK. Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorization, are available on the Financial Conduct Authority’s website.

In accordance with [DISP 1.1A.10 EU](#) and [DISP 1.2.1 R](#), we must provide clients or potential clients, either on request or when acknowledging a complaint, a 'summary' of our Complaints Management Policy. This summary can be found in [APPENDIX 1](#) of our 'Complaints Management Policy' at the above-mentioned URL.

Furthermore, as a firm operating under the 'Temporary Permissions Regime', we will also come within the Compulsory Jurisdiction (CJ) of the UK Financial Ombudsman Service (FSO). Accordingly from the 1<sup>st</sup> of January 2021 onwards, Clients residing in the UK who are not satisfied with our final decision regarding a complaint, will be able to escalate their complaint to the UK Financial Ombudsman Service (FOS). A web version of the FOS' standard explanatory consumer leaflet can be found at the following URL: [[Leaflet for consumers \(financial-ombudsman.org.uk\)](#)]. We will ensure that, where an offer of remedial action or redress is accepted, we will comply with these terms promptly. Where relevant, we will ensure that we cooperate fully with the UK Financial Ombudsman Service (FOS) and any settlements or awards made by UK Financial Ombudsman Service (FOS) to the complainant. Please note that there are set time limits in which you are able to raise your complaint to the FOS and we will provide these time limits within our final response. We reserve the right to waive this time limit and if we do waive the relevant time limit we will provide you with notice of this as per [DISP 1 Annex 3R](#).

As far as the safeguarding of client money and custody assets (collectively, client assets) is concerned, we will need to report our client assets arrangements, as well as all relevant client assets audit reports, to the FCA to ensure that all client assets held by us continue to be protected. In that regard, please note that, in terms of the safety of your funds and assets, nothing is as important to us as segregating our client funds and assets from our own. As such, we will continue to place any client money or assets we receive into one or more segregated account(s) (denoted as 'clients' accounts') with reliable financial institutions, in accordance with the requirements imposed by the Hungarian Central Bank.

Finally, please note that under the 'Temporary Permissions Regime', we will not come within the ambit of the UK Financial Services Compensation Scheme (FSCS) and that, should we become unable to meet our obligations arising out of investors' claims due to our financial circumstances, our clients residing in the UK will continue to be covered under the Hungarian 'Investor Protection Fund'. A copy of our 'Investor Protection Fund Leaflet' can be found at the following URL: [[eBrókerház - Dokumentáció \(ebrokerhaz.hu\)](#)].

We trust that the above-mentioned information will be useful to you. We will keep you informed regarding any further developments in this matter. Should you have any comments or questions, please do not hesitate to contact our Customer Support Department via one of the below communication channels.

eBRÓKERHÁZ Befektetési Szolgáltató Zrt.  
1072 Budapest, Rákóczi út 42.  
tel: +361 880 8400 | fax: +361 880 8440  
email: [strategy@ebrokerhaz.hu](mailto:strategy@ebrokerhaz.hu)

We look forward to continuing a long and profitable trading relationship with you.

The eBrókerház team

---

Access to the products and services offered by Trade GM, including financial instruments, is provided by eBrókerház Befektetési Szolgáltató Zrt. (H-1072 Budapest, Rákóczi út 42.), whose activities are regulated by the Hungarian Financial Supervisory Authority III / 73.059 / 2000 and III / 73.059-4 / 2002 and supervised by the Magyar Nemzeti Bank.

eBrókerház is deemed authorized and regulated by the Financial Conduct Authority. The nature and extent of consumer protections may differ from those for firms based in the UK. Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorization, are available on the Financial Conduct Authority's website.