



Company Information

Version 1.0 – November 2025

By accepting this Complaints Handling Procedure, you acknowledge and agree that the official and legally binding language of the Company is English. In the event of any discrepancy or inconsistency between the English version of any document, information, or communication and a version in any other language, the English version shall prevail.

1. THE COMPANY

1.1. River Prime Europe Ltd (“the Company”) is authorized and regulated by the Cyprus Securities and Exchange Commission (“CySEC”) as a Cyprus Investment Firm (“CIF”) to offer the services and activities enlisted herein in this document, under the Investment Services and Activities and Regulated Markets Law of 2017 (L. 87(I)/2017) (the “Law”), which has transposed Directive 2014/65/EU of the European Parliament and of the Council of 15 May 2014 on markets in financial instruments (the “MiFID II Directive”) into national law).

1.2. The Company’s CIF license number is 451/24.

1.3 The Company is registered in Cyprus under the Companies Law, with registration number HE 433395.

1.4 The Company’s registered address is Omirou 64, Imperium Tower, 3096, Limassol, Cyprus and telephone number is +357 25 842000.

1.5. The Company’s business address is 4 Evagora Papachristoforou Street, Agias Zonis, Themis Court no.1, 3030, Limassol, Cyprus and telephone number is +357 25 311 693.

2. INVESTMENT SERVICES

2.1. Under its CIF License the Company may offer the following Investment Services:

- a. Reception and transmission of orders in relation to one or more financial instruments
- b. Execution of orders on behalf of Clients.

3. ANCILLARY SERVICES

3.1. Under its CIF License the Company may offer the following Ancillary Services:

- a. Safekeeping and administration of Financial Instruments for the account of Clients, including custodianship and related services such as cash/collateral management.
- b. foreign exchange services where these services are connected to the provision of investment services.

4. FINANCIAL INSTRUMENTS

4.1. Under its CIF license the Company may offer the above investment services in relation to certain Financial Instruments, which have the meaning given to it in paragraph 2 of the Law:

a. Options, futures, swaps, forward rate agreements and any other derivative contracts relating to securities, currencies, interest rates or yields, or other derivatives instruments, financial indices or financial measures which may be settled physically or in cash.

b. Financial contracts for differences.

4.2. Currently, the Company offers investment services exclusively in relation to Contracts for Differences (CFDs).

Note: The Company does not necessarily offer all the investment and/or ancillary services or financial instruments permitted under its CIF License, but only those marketed on its official website and/or described in its legal documentation from time to time.