

# Complaint & Dispute Management



## Introduction

The Company has implemented the terms and procedures in this Complaint & Dispute Management to manage issues and concerns accordingly, and for which it may resolve with appropriate solutions.

## Filing a Complaint or Dispute

If the Client intends to file a complaint or dispute, the full name, trading account number, registered email, and brief overview with essential details must be provided in writing to the Company's official email address. The Client accepts that the Company may request additional information and documentation to resolve the filed complaint or dispute accordingly. If such a complaint or dispute is related to any financial transaction in the trading account, the Client acknowledges that the Company may require the provision of the most recent bank statement with the Client's used account to perform the relevant transaction.

## Assessment and Review

Once the Client has filed and submitted a complaint or dispute, such matter will be assessed and reviewed accordingly and will be subject to the Company's approval if further steps are needed to resolve the matter. The Client acknowledges and agrees that the Company may only consider a complaint or dispute valid if it is related to our official User Service Agreement or if it arose from miscommunication of either party. Any complaint and dispute out of negligence or violation of the User Service Agreement will not be pursued for a resolution and will be managed accordingly by our workforce. Received complaints and disputes will be verified and assessed within seven business days. The Company may provide its resolution or definitive solution through email.

## Reporting Discrepancies

Any discrepancy that may occur in connection with the Client's trading account must be reported immediately to our official email address. Such discrepancies may include:

- a) An executed order did not appear in the trading account or platform.
- b) An unknown or unprompted order was executed in the trading account or platform.
- c) An executed order was modified unknowingly or inadvertently.
- d) Trade was supposed to be closed but is still ongoing.
- e) There is a closed trade that should still be ongoing.

The Client acknowledges and accepts that if any of the foregoing occurrences are not reported to the Company immediately, he/she will be solely liable for any incurred loss or damage.

## Confidentiality and Data Protection

The Company understands the importance of safeguarding the Client's personal information and ensuring confidentiality throughout the complaint and dispute resolution process. Rest assured that any information provided to the Company will be handled with the utmost care and in compliance with relevant data protection regulations.



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**Risk Warning:** Trading financial instruments carries a high level of risk to your capital, with the potential for losses exceeding your initial investment, where more than 70% of traders end up losing their invested capital. Market volatility, influenced by various economic factors and geopolitical events, can lead to significant fluctuations in asset prices, making it challenging to predict outcomes accurately. It is crucial to understand the risks involved in trading and to carefully consider your risk tolerance before engaging in any trading activity. No guarantee of profit is implied or guaranteed, and past performance is not necessarily indicative of future results.

While filed complaints and disputes are assessed constructively, the Client acknowledges and agrees that resolving any issue or matter requires action from all relevant parties. The Client agrees that he/she will not disclose or publish any form of statement regarding such matter before the Company has assessed to resolve the matter. The Client further agrees that threatening or blackmailing the Company or any of its workforce is strictly prohibited and may result in legal actions, regardless of the conflict that arises. Any supposed threat or blackmail to the Company or its workforce may not only result in legal actions but also a restriction, termination, and cancellation of access, service, and obtained profits.

## Addressing Claims and Disputes

If there are any claims related to the User Service Agreement or any agreements and contracts with the Company, the Client agrees that he/she will address such claims directly. All claims can be sent through email, which must be sent from the Client's registered email address with the Company and must remain confidential until a final resolution is presented. In addition, the Client must comply with the Company's non-disclosure provisions, which otherwise may result in payable reputational damages.

For any dispute connected with the trade warrant, the Company may, but is not obligated to, accept recommendations and actions that are considered valid to reduce the maximum amount involved in the dispute.

## Escalation Process

In the event that a filed complaint or dispute requires further attention or escalation beyond the initial assessment, the Company has established a structured escalation process to ensure prompt and thorough resolution.

**First Level Review:** Upon receipt of a complaint or dispute, our dedicated team will conduct an initial review within seven business days. If additional information or clarification is required, we will promptly reach out to the Client via email to request the necessary details.

**Second Level Assessment:** If a complaint or dispute necessitates further investigation or analysis beyond the initial review, it will be escalated to a specialized team within the Company. This team comprises experienced professionals equipped to handle complex issues and disputes effectively.

**Executive Review:** In rare cases where resolution is not achieved at the second level, the complaint or dispute will be elevated to the executive management team of the Company. This ensures that all matters receive the highest level of attention and scrutiny, with decisions made at the executive level to expedite resolution.