



Complaints and Disputes Resolution



1. Resolution Policy

1.1. Submission and Procedure

1.1.1. The terms and procedures of the Complaints and Disputes Resolution are established by the Company to attend to issues and concerns correctly and appropriately. The Client acknowledges that he/she must comply with the terms set herein if he/she intends to file a complaint or dispute.

1.1.2. The Client must provide all the necessary information upon submission of a dispute or complaint, including his/her full name, account number, email, and a brief description of his/her issue and its significant details in writing. The Company may collect more information from the Client if it deems necessary to attend the dispute or complaint accordingly. If the dispute or complaint is in connection with any financial transaction, the Client may be required to provide his/her most recent bank statement of the account used to deposit with the Company.

1.1.3. All received disputes and complaints will be subject to the approval of the Company, and such matters will be assessed, evaluated, or resolved. The Company may only consider the matter valid if such matter occurred in relation to the Terms and Conditions and if such matter did not arise from miscommunication of either party and was also not out of the Client's negligence or violation of the Terms and Conditions.

1.1.4. All received disputes and complaints shall be verified, assessed, and evaluated within forty (40) business days. The Company may provide the resolution or final settlement of the dispute or complaint via email.

1.2. Trading Discrepancy

1.2.1. If there is any discrepancy that arises in relation to the trading account of the Client, he/she must immediately contact the Company of such discrepancy. The Company may accept the dispute or complaint if any of the possible discrepancies occur:

- A) If the executed order was not displayed on the platform or trading account
- B) If the executed order was modified
- C) If there is an unknown or unprompted trade in the account
- D) If there is an ongoing trade that was supposed to be closed
- E) If there is a closed trade that should still be ongoing

1.2.2. If any of the foregoing occurs and the Client fails to address it immediately, he/she will be liable for any damage or loss that may occur.

1.2.3. To avoid further complications with the Client's trades, the Company reserves the right to put the Client's trading account on hold or to restrict his/her use or access temporarily.

2. Conditions of the Resolution

2.1. Confidentiality

2.1.1. While disputes and complaints will be evaluated constructively by the Company, the Client acknowledges that the resolution of any dispute and complaint will require efforts from both parties.

2.1.2. While the Company is not obligated to advise the Client during such matters, the Client acknowledges that he/she must not publish or disclose any form of statement regarding his/her dispute or complaint before such matter has been assessed by the Company.

2.1.3. The Client agrees that he/she will not threaten or blackmail the Company or any of its workforces in any way regardless of the matter that arises. Any supposed threat or blackmail to the Company will lead to legal actions and restriction, cancelation, or termination of access or service.

2.1.4. For any dispute in relation to the trade warrant, the Company may, without the obligation, accept suggestions and actions that are considered valid to reduce the maximum amount included in the dispute.