

COMPLAINT & DISPUTE RESOLUTION





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1. Filing Procedure

1.1. We have implemented the terms and procedures in this Complaints & Dispute Management to handle issues and concerns accordingly, which we may resolve with appropriate solutions.

1.2. If you intend to file a complaint or dispute, you must provide your full name, Trading Account number, registered email, and brief overview with essential details in writing to our official email address. You accept that we may request additional information and documentation to resolve your filed complaint or dispute accordingly. If such a complaint or dispute is related to any financial transaction in your Trading Account, you acknowledge that we may require you to provide your most recent bank statement with the account you used to perform the relevant transaction.

1.3. Once you have filed and submitted a complaint or dispute, such matter will be assessed and reviewed accordingly and subject to our approval if we need further steps to resolve the issue. You acknowledge and agree that we may only consider your complaint or dispute valid if it is related to our official Terms of Service Agreement or if it arose from miscommunication of either party.

1.4. Any complaint and dispute arising from negligence or violation of the Terms of Service Agreement will not be pursued for resolution and will be managed accordingly by our workforce. Received complaints and disputes will be verified and assessed within seven business days. We may provide its resolution or definitive solution through email.

1.5. Any discrepancy related to your Trading Account must be reported immediately to our official email address. Such discrepancies may include the following:

- i. An executed order did not appear in your Trading Account or Platform
- ii. An unknown or unprompted order was conducted in the Trading Account or Platform
- iii. An executed order was modified unknowingly or inadvertently
- iv. Trade was supposed to be closed but is still ongoing
- v. There is a closed trade that should still be ongoing

1.6. You acknowledge and accept that if any of the preceding occurrences are not reported to us immediately, you will be solely liable for any loss or damage you may incur.

2. Resolution

2.1. While filed complaints and disputes are assessed constructively, you agree that resolving any issue or matter requires action from all relevant parties. You agree that you will not disclose or publish any statement regarding such a matter before we have assessed to resolve the issue. You further agree that threatening or blackmailing us or any of our workforce is strictly prohibited and may result in legal actions, regardless of the conflict that arises. Any supposed threat or blackmail to us or our workforce may result in legal actions and a restriction, termination, and cancellation of accesses, Services, and your obtained profits.

2.2. If any claims are related to the Terms of Service Agreement or any agreements and contracts with the Company, you agree to address such claims directly. All claims can be sent through email, which must be sent from your registered email address with the Company and must remain confidential until presented with a final resolution. In addition, you must comply with our non-disclosure provisions, which otherwise may result in payable reputational damages.

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

Trading on margin entails high risk and is not suitable for all investors. Past performance in any market does not indicate guaranteed future results, and trading on leverage may act against you and for you. Before you decide to trade, you should carefully assess your investment objectives, experiences, financial capabilities, and tolerance to accept the risks. There is a possibility of losing your initial investment partially or entirely. Therefore, you should not invest any funds you cannot afford to lose. You should also be aware of all the risks associated with currency exchange trading and contact an independent financial advisor in case of doubt.



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