

Grievance Handling and Dispute Resolution Process

To address any concerns, complaints, or disputes you may encounter, the Company has established a formal procedure for handling such matters. These procedures are designed to ensure that issues are resolved in a fair, efficient, and appropriate manner, in accordance with our Terms and Conditions of Use.

1. Filing a Complaint or Dispute

Should you wish to file a complaint or dispute, you are required to submit the following details to our official email address:

- Full name
- Trading account number
- Registered email address
- A detailed summary of the issue, including any relevant supporting information

By submitting a complaint or dispute, you acknowledge that we may request additional documentation to assist in resolving the matter. If your complaint or dispute pertains to a financial transaction, you agree that we may require a recent bank statement from the account used for the transaction in question.

2. Review and Evaluation of Complaints

Upon receipt of your complaint or dispute, the Company will initiate a thorough review and evaluation of the matter, as per our established internal procedures. In accordance with our policies, the Company reserves the right to take further steps as deemed necessary to resolve the issue, subject to internal approval and assessment.

It is hereby understood and acknowledged that the Company will only consider complaints or disputes that directly relate to or arise from the terms and conditions set forth in our official Terms and Conditions of Use, or those resulting from miscommunication between the parties involved. Complaints or disputes stemming from negligence, non-compliance, or violations of the Terms and Conditions of Use will

not be eligible for resolution through this procedure and will be addressed in accordance with the Company's established policies for handling such matters.

The Company is committed to conducting a thorough review of all complaints or disputes in a timely manner. As such, the Company will verify and assess all complaints within a period ranging from seven (7) to thirty (30) business days, depending on the complexity and nature of the case. The Client acknowledges that the duration of the review may vary based on the specific circumstances of the complaint or dispute.

Upon completion of the review, the Company shall notify the Client of the final resolution or decision. It is further understood that the Company retains sole discretion in determining the outcome of the review, and the decision provided shall be considered final and binding on the parties involved.

3. Reporting Discrepancies

Discrepancies related to your trading account must be reported promptly via our official email address. Discrepancies include, but are not limited to:

- Orders that were executed but do not appear in your trading account or on your platform
- Orders executed without your authorization or knowledge
- Unauthorized modifications to executed orders
- Trades that should have been closed but remain open
- Closed trades that should still be active

Failure to report such discrepancies immediately will result in the Client assuming full responsibility for any resulting loss or damage.

4. Cooperation and Confidentiality

You understand and agree that resolving any complaint or dispute requires the full cooperation of all parties involved. Furthermore, you agree not to publicly disclose or make any statements regarding the matter until it has been fully assessed and a resolution has been reached.

You also agree that any form of threatening or blackmailing the Company or its employees is strictly prohibited. Such conduct will be subject to legal action, irrespective of the nature of the underlying dispute. This may lead to legal consequences and the potential suspension, termination, or cancellation of your access to services and any profits associated with your account.

5. Claims and Non-Disclosure Obligations

In the event of a claim arising from the Terms and Conditions of Use, or any agreements or contracts with the Company, you agree to direct such claims exclusively to the Company. All claims must be submitted via email from your registered email address and must remain confidential until a final resolution has been provided. You further agree to adhere to our non-disclosure obligations, and any breach of these provisions may result in reputational damages for which you may be liable.

6. Dispute Related to Trade Warrants

While not obligated to do so, the Company may, at its discretion, consider valid recommendations and actions designed to mitigate the maximum amount at stake in a dispute concerning a trade warrant. However, the Company retains sole discretion in determining the appropriate course of action, and any such decision shall be final.

7. Final Decision

Upon the completion of the review process, the Company will provide a final resolution to the complaint or dispute. If the issue is resolved in the Client's favor, necessary corrective actions will be implemented. If the matter is not resolved in the Client's favor, the Company will notify the Client of the outcome and explain the reasons for the decision.

8. Interim Response

In the event that a final resolution necessitates additional time for a thorough investigation or if it is determined that a conclusive resolution cannot be promptly reached, an interim or holding response shall be issued. This interim communication will extend the period required for investigation, ensuring that all aspects of the case are fully examined before a final determination is made.

Where deemed appropriate, and particularly in cases of heightened complexity, a senior member of the management team will personally engage with the Client to facilitate direct communication and resolution of the issue. The Company's commitment to resolving the issue in an efficient and satisfactory manner remains paramount, and such escalation measures will be taken as necessary to ensure that the Client's concerns are addressed with the utmost attention and diligence.

It is understood that during this extended investigation period, the Client will be kept informed of the progress and any developments.