

## **DISPUTE MANAGEMENT AND RESOLUTION POLICY**

The Company has established a clear process to manage and resolve any concerns, complaints, or disputes you may have, ensuring fair and efficient handling aligned with our Terms of Service.

To initiate a complaint or dispute, please send the following details to our official email address: your full name, trading account number, registered email address, and a detailed explanation of the issue, including any relevant supporting documents. Additional information may be requested to assist in resolving the matter, and if the dispute relates to a financial transaction, a recent bank statement from the relevant account may be required. Following submission of your complaint or dispute, the Company will acknowledge it within 5 business days. Clients may follow up or escalate issues through email, ensuring transparent and timely communication throughout the resolution process.

Upon receiving your submission, the Company will conduct a comprehensive review following internal procedures. Only issues directly connected to or arising from our Terms of Service, or miscommunications between parties, will be considered. Complaints resulting from negligence or breaches of our terms will be handled according to separate Company policies. Reviews are typically completed within 7 to 30 business days, depending on the case's complexity, and you will be informed of the final decision, which will be binding. In cases where a complaint or dispute requires further investigation beyond the standard review period, the Company will issue an interim response to keep the Client informed of progress. Extensions will generally not exceed an additional 30 business days unless exceptional circumstances apply, and the Client will be notified promptly if an extension is necessary.

For the avoidance of doubt, complaints related to Client negligence include errors such as incorrect order submissions, failure to follow platform instructions, or violation of trading limits. Such matters will be addressed under the Company's standard operational policies rather than this dispute procedure.

Any discrepancies with your trading account should be reported immediately to the official email address. Such discrepancies include missing or unauthorized orders, unauthorized changes, open trades that should be closed, or closed trades that should still be active. Failure to report promptly will place full responsibility for losses on you.

Resolving disputes requires full cooperation from all involved parties. You agree to keep dispute details confidential until resolution and to refrain from any threatening or coercive behavior towards the Company or its staff. Such actions may lead to legal consequences and suspension or termination of your account and associated profits.

The Company treats all personal and financial information submitted during the dispute process as confidential and in accordance with applicable data protection laws. Information provided will be used solely for the purposes of resolving the dispute and will be stored securely.

All claims related to the Terms of Service or contractual agreements with the Company must be submitted via your registered email and kept confidential until resolution. Breach of non-disclosure may result in reputational damage and potential liability.

While not obligated, the Company may, at its sole discretion, consider suggestions aimed at minimizing exposure in disputes concerning trade warrants. Final decisions on such matters rest solely with the Company.

Once the review concludes, the Company will communicate the final outcome and take corrective action if the decision favors you. If not, the Company will explain the rationale behind the decision.

If a full resolution requires additional investigation time, an interim response will be sent, extending the review period to ensure thorough examination. In complex cases, a senior management representative may directly engage with you to facilitate resolution. Throughout this process, you will receive regular updates on progress and developments.

Should you disagree with the final decision, you may request a formal appeal by submitting a written request within a specified timeframe. The appeal will be reviewed by a separate committee or senior management, whose decision will be final. Appeals must be based on new evidence or procedural errors and must be submitted in accordance with Company guidelines.

