

Procedure for Handling Complaints

FOREX CLUB INTERNATIONAL LLC

1. INTRODUCTION

The purpose of this Procedure for Handling Complaints is to outline the procedure that we (the Company) follow in order to ensure a fair and quick process for handling queries or complaints that may arise from our relationship with you (the Client).

2. QUERIES

2.1. If you have any problem or query regarding your Trading Account or activity with us, you may contact the Customer Support Department via our feedback form, live chat, e-mail or telephone. Our Customer Support Department will determine if your query can be resolved immediately or if it will require further investigation. If your query cannot be resolved immediately, we remain committed to resolving it in a prompt manner (usually within 7 business days).

2.2. If you have any problem or query regarding depositing/withdrawing funds (Non-Trading Operations), it shall be sent in compliance with the following conditions and procedure:

- A query shall be sent via the feedback form in the "Help and support" section of the Company's Website only. **Queries sent otherwise are not accepted.** A correct filling of the feedback form is an obligatory condition of consideration of the corresponding query by the Company.
- A query from a Client filed in accordance with the requirements shall be automatically given a unique number. The Client shall be sent a confirmation from the Company's e-mail address, which shall serve as official confirmation of acceptance of the corresponding query by the Company.
- A query shall be submitted by the Client no later than the 5th (fifth) Business Day from the incident, which serves as grounds for the query. The Client agrees that the expiry of the period for making a query shall constitute grounds for its rejection.

2.3. If a query is not accompanied by the documents necessary for their consideration, they shall be requested from the Client with submission deadlines specified. If the requested documents are not received within the specified deadlines, the query shall be considered based on the documents presented. Replies to queries shall be sent to the Client's registered e-mail address.

2.4. If you have a complaint or are not satisfied with the response to the query you receive, you may raise this further with the Legal Department following the process indicated in the "Official Complaints" section.

3. OFFICIAL COMPLAINTS

An official complaint means a statement of dissatisfaction relating to the provision of Services that is addressed by a Complainant to the Company.

The complaint must include:

- The Client's first name and surname
- The Client's Trading Account number
- The affected Order number(s), if applicable
- The date and time that the issue arose; and

- An accurate description of the issue
- The Client's demands;
- The claim amount and calculation, if applicable.

You may submit your complaint in writing, addressed to the Company at complaint@fxclub.org.

We will acknowledge receipt of your complaint within five (5) business days from receipt of your complaint.

Once we acknowledge receipt of your complaint, we will review it carefully, investigate the circumstances surrounding your complaint and will try to resolve it without undue delay. We shall make every effort to investigate your complaint and provide you with the outcome of our investigation within two (2) months from the date you submit your complaint to us. One of our officers may contact you directly via e-mail in order to obtain, where needed, further clarifications and information relating to your complaint. Please note that if we do not receive any response from you within the period of five (5) business days, your complaint shall be considered "waived/closed", and no further investigation shall be pending. We will require your full cooperation in order to expedite the investigation and possible resolution of your complaint.

4. FINAL DECISION

When we reach an outcome, we will inform you of it along with an explanation of our position and any remedy measures we intend to take (if applicable).

If you are not satisfied with the Company's final decision, you may submit your complaint to the Financial Commission (<https://financialcommission.org>). The Financial Commission's decisions are binding for the Company.

5. OTHER PROVISIONS

In the event of a dispute(s), the Company reserves the right to block Operations on the Client's Trading Accounts completely or partially until resolution of the dispute(s) or an interim agreement is reached by the Parties.

The Company has the right to leave a query or complaint of the Client without consideration if they include:

- An emotional evaluation of a dispute
- Offensive or disparaging remarks made towards the Company and/or its employees
- Obscene words.