



# FxPro Complaints Handling Procedure

## Prime Ash Capital Limited

## Introduction

The purpose of this document is to outline the procedure that FxPro follows in relation to addressing and resolving any complaints from Clients of Clients of Prime Ash Capital Limited (hereinafter “The Company”) in a fast and effective manner.

FxPro has entered into a Services Agreement with Prime Ash Capital Limited to offer online trading services to clients under the regulatory licences of the latter. This agreement allows Prime Ash Capital Limited to utilise the infrastructure and know-how of FxPro to provide its clients with world-class trading services. This includes Customer Support and Complaints Handling.

## Submission of a Complaint

A complaint must be raised in written form and submitted via e-mail to [MUsupport@fxpro.com](mailto:MUsupport@fxpro.com). This email will also be specified on the FxPro Website.

A complaint must be written in a clear and understandable manner in order to be processed. The Client shall not use inappropriate or offensive language or an emotional description of an issue.

The following information must be submitted together with a complaint:

- Account number;
- Full name and surname;
- Details of the problem/issue;
- Affected transaction number (if applicable);
- Date and time of subject issue.

## Acknowledgement

FxPro will acknowledge receipt of your complaint within two (2) business days from the receipt of your complaint and provide you with a unique reference number of your complaint. The unique reference number should be used in all your future contact with FxPro.

FxPro has outlined the following set of rules that will be followed by responsible employees in order to ensure timely, effective and appropriate measures to be implemented in relation to a specific issue:

- After the Client has lodged a complaint and received an acknowledgement, he/she will be contacted by an FxPro employee within 48 hours after the complaint has been received;
- Details of the complaint must be recorded as soon as it is received from the Client;

- FxPro shall take all appropriate measures to investigate, address and resolve the complaint;
- After the investigation is concluded, FxPro shall inform the Client about the outcome, and explain in clear and understandable way the further options that are available to the Client depending on whether the complaint has been upheld or not, and whether the Client agrees with the resolution.
- FxPro shall always aim to resolve complaints in an amicable and professional business manner.

## Further Contact Details

Should you wish to raise a formal complaint please send an email to [complaints@fxpro.com](mailto:complaints@fxpro.com). This mailbox is managed by the Compliance Department.