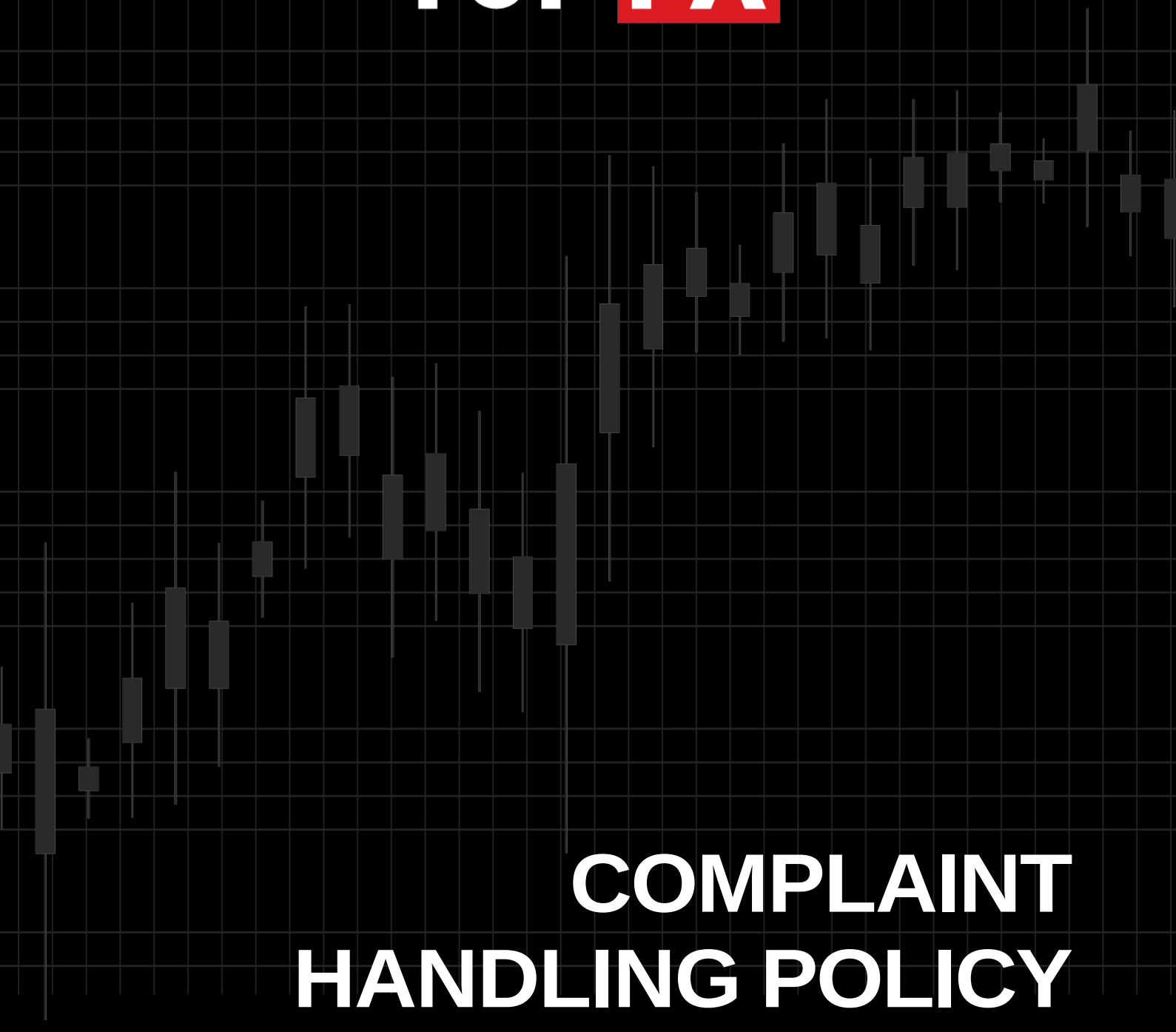
TOPFX



COMPLAINT HANDLING POLICY

TopFX Markets Ltd (hereinafter the "Company") aims to provide superior services to all of its Clients.

The Company has appointed a Compliance Officer to efficiently ensure the proper handling of any complaints from the Clients while the complaint shall be handled by the Company's Representative Officer and/or Directors. This is to allow the Company to resolve and apply mandatory measures to avoid any recurring issues.

Definition

As per the applicable legislation, a complaint is the expression of dissatisfaction by the client in respect of the products or services provided by the Company, or the conduct of the Company in the provisioning of products or services, and where a response or resolution is expected by the client, and the term "complainant" shall be construed accordingly.

In addition, the Company classifies a complaint as a formal written complaint using the Company's complaint form alleging the expression of dissatisfaction as indicated in the above definition. A complaint form is enclosed at the end of this policy which includes the information that the Complainant should provide.

Procedure

The Compliance Officer shall be responsible for ensuring the proper handling of Client complaints, except in the case where the complaint involves the Compliance Officer, whereby the complaint shall be handled by the Representative Officer.

The Client may register a complaint by completing the complaint form, using any of the following options:

- Email: compliance.global@topfx.com
- Postal Address: 8 Pasea Estate Road, Road Town, Tortola, VG1110, British Virgin Islands.

1. When the Company receives the Client's complaint then a written acknowledgement will be sent to the Client within two (2) business days;
2. The Company will attempt a final response within twenty-one (21) business days, however in case we are still not in a position to resolve the issue then the Company will notify you in writing stating the reasons for the delay and indicate an estimated time to resolve the issue;
3. For complicated complaints, the timeframe above may be extended to ninety (90) business days and in such case the Company will notify the client in writing stating the reasons for the extension and indicate the estimated time by which a response shall be provided to the client;
4. In the case where the complainant is still not satisfied with the Company's final response, then the complainant can refer his complaint with a copy of the Company's final response to the Financial Services Commission (FSC) in BVI for further examination.

The contact details for the Financial Services Commission (FSC) in BVI are set out below:

Address:	18 Pasea Estate Road P.O. Box 418 Road Town, Tortola British Virgin Islands VG1110
Phone:	+1 (284) 494-1324
Fax:	+1 (284) 494-5016
Email:	enquiries@bvifsc.vg or commissioner@bvifsc.vg
Website:	https://www.bvifsc.vg/

Client Records

The Client should provide all relevant documentations as well as any additional information requested by the Company in order to ensure all records are collected and the complaint is properly resolved on time.

All records will be kept safe as per local requirements and for a period of five (5) years.

[The complaint form can be found in the next page]

Complaint Form

A. Client Information:

Name:	Account Number:
Address:	Telephone Number:

B. Type of Complaint

1. Execution of Orders	☐
2. Quality or lack of information provided	☐
3. Terms and Conditions/Fees/Charges	☐
4. General admin/Customer Services	☐
5. Unauthorized business being offered	☐
6. Issue in relation to withdrawal of funds	☐
7. Other (specify)	☐

C. Brief Summary of the Complaint:

Please describe the product or service you are complaining about *(description, evidence, amount and suggested way to be solved):*

- *Please enclose any other relevant documentation that may help us to handle the complaint.*
- *Possible documentation to be provided (client statement, correspondence with the Company as well as any other supporting documentation to be requested by the Company which is relevant to the Client's complaint)*

Date and place **Client Signature**

For internal use only:	
Complaint Received By:	Date:
Acknowledgement sent to Client:	☐ Yes ☐ No
Informed Client of initial action:	☐ Yes ☐ No
Final response provided to Client:	☐ Yes ☐ No
Holding response provided to Client:	☐ Yes ☐ No ☐ N/A

TopFX Markets Limited is a company registered under the laws of British Virgin Islands (BVI) with registration number 2116078 and is licensed by the Financial Services Commission (FSC) in BVI with License Number SIBA/L/23/1161.