



# Complaint Handling Procedure

## LEGAL INFORMATION

**Tradomart SV Ltd.** (hereinafter referred to as 'Tradomart SV Ltd. ' or the 'Company') is an investment firm that operates globally.

**Tradomart SV Ltd.** is a company incorporated under the laws of Saint Vincent and the Grenadines with Registration Number 23071 IBC 2015 having its head office at Shamrock Lodge, Murray Road, Kingstown, St. Vincent and the Grenadines. and rendering the investment and ancillary Services (hereinafter the "Company") to its Clients through the Trading Platform.

The Customer acknowledges that the Company's official language is English.

## INTRODUCTION

- Under the Law the Company is required to have in place and disclose to its Client's a Complaint's Handling Procedure ('the Procedure'), which is described in this document.
- The Company is operating under Directive 2004/39/EC of the European Parliament and of the Council of 21 April 2004 on markets in financial instruments amending Council Directives 85/611/EEC and 93/6/EEC and Directive 2000/12/EC of the European Parliament and of the Council and repealing Council Directive 93/22/EEC, as the same may be in force from time to time and modified or amended from time to time (the "Markets in Financial Instruments Directive (2004/39/EC)" or "MiFID").

This notice is provided to you in accordance with the Markets in Financial Instrument Directive (MiFID) of the European Union because you are considering dealing with the Company in the financial instrument provided by the Company ("Financial Instruments").

If after 5 weeks of receiving the complaint we are still not in a position to resolve the issue then the Compliance Officer will notify you in writing stating the reasons for the delay and indicate an estimated time to resolve the issue;

When the complainant has received the final response he will have 5 weeks to respond. If no response has been received from the complainant indicating that he is still dissatisfied with the explanation then the Complaint will be considered as resolved;

## INTERPRETATION OF TERMS

- Unless indicated to the company, the terms included in this Complaint Handling Procedure shall have a specific meaning and may be used in the singular or plural as appropriate.
- **Tradomart SV Ltd.** *Client (or 'client')* shall have the same meaning as the 'client' referred to in the **Tradomart SV Ltd.** Client agreement, as amended from time to time.

## SCOPE OF THE COMPLAINT HANDLING PROCEDURE

- The Complaint Handling Procedure ('the Procedure') sets out the processes employed when dealing with complaints received by clients

## DEFINITION OF COMPLAINT

- A *complaint* is an expression of dissatisfaction by a *client* regarding the provision of investment and/or ancillary services provided by **Tradomart SV Ltd.** .
- A *complaint* shall include:
  - The client's full name
  - The client's trading account number
  - The affected transaction numbers, if applicable
  - The date and time that the issue arose
  - A description of the issue
- A *complaint* must not include offensive language directed either to the Company or a Company employee.
- **Tradomart SV Ltd.** may as its discretion, refuse to handle a complaint if requirements contained in paragraphs 4.2 and 4.3 above, are not fulfilled.

## PROCEDURE

- All complaints must be in writing and shall be addressed, in the first instance, to the Customer Support Department. If the *client* receives a response from the Customer Support Department but deems that the *complaint* needs to be raised further the *client* may either ask the Customer Support Department to escalate it to the Compliance Department or directly contact the Compliance Department ([compliance@forexmart.com](mailto:compliance@forexmart.com)), which will independently and impartially investigate it.

- Both the Costumer Support Department and the Compliance Department shall:

- Acknowledge receipt of the Complaint to the Client within five (5) business days

This Acknowledgement will confirm the necessary action required to resolve the complaint and will contain details of our Complaints Handling Procedure, and of your right to refer the Complaint the Financial Ombudsman if you are dissatisfied with our assessment and ruling.

- Send an initial response to the *client* within fifteen (15) business days

This will contain a full account of the investigation that took place, any findings thus far and, if appropriate, any offer of redress.

- Further Acknowledgment: In the Situation whereby the complainant responds to the Initial Response then again the Compliance / Customer Support team will acknowledge receipt of that response within five (5) business days.

- Final Response: Once the Company has completed its investigation the client will receive a Final Response within thirty (30) business days.

The Response will include a summary outcome of the Company's investigation. Where appropriate, it may also include a final offer of redress.

The Company will always try to resolve *complaints* as soon as reasonably practicable keeping the Client up to date and informed accordingly.

- Both the Costumer Support Department and the Compliance Department shall thoroughly examine any *complaints* as required (taking into account any information contained within the books and record of the Firm, including but not limited to the *client's* trading account journal) and reach a fair outcome.
- All *complaints* shall be treated confidentially.

## FAQs

Questions regarding this Procedure should be addressed, in the first instance, to the Costumer Support Department.

## CONTACTS

Customer Support Department

[support@forexmart.com](mailto:support@forexmart.com)

Compliance Department

[compliance@forexmart.com](mailto:compliance@forexmart.com)

### APPENDIX I. Customer Complaint Form

#### **CUSTOMER COMPLAINT FORM**

##### ***A. Client Information:***

<b>Name:</b>	<b>Account Number:</b>
<b>Address:</b>	<b>Telephone Number:</b>

##### ***B. Brief Summary of the Complaint:***

<b>Name of Employee:</b>	<b>Department:</b>
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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.*

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Date and Place

Client Signature

**For internal use only:**

Complaint received by: .....		
Date of reception: .....		
Reference number: .....		
Department involved: .....		
Initial response to client:	Yes	No
Date: .....		
Initial Action Taken:		
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Informed Client of Initial Action Taken:	Yes	No
Date: .....		
Further Action Taken:	Yes	No
Date: .....		
Further Action Taken:		

