



Complaints Procedure For Clients

1. Introduction

ForexVox (Seychelles) Financial Services Limited is a company registered in Seychelles with registration number: 8430368-1 and regulated by the Financial Services Authority of Seychelles with License number SD142 (the “Company”). The Company aims to provide superior services to all its Clients.

This document outlines the effective, clear, and fast procedure of handling the Clients’ complaints and sets out the procedure and timeframe for complaints resolution.

The Company classifies a complaint as any objection and/or dissatisfaction that the Client may have with regards to the provision of the services provided by the Company which contains relevant, specific, and clear demand, and submitted in a proper way as outlined in this document. Asking an opinion or position about any specific case or requesting general information about the operation and services of the Company shall not constitute a complaint.

2. Procedure

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

All complaints and related requests should be directed to the Company in the following order of escalation:

First, please contact our Support via livechat on the website or via email support@marketsvox.com and explain the issue you are experiencing. The Company’s Support will try to resolve the query immediately or inform the Client if additional time is needed and indicate when the Company will reply.

If the Client is not satisfied with the response provided by the Support, the Client can register a complaint by completing the complaint form and submitting it to the Company using any of the following options:

- Email: complaints@marketsvox.com;
- Postal Address: ForexVox (Seychelles) Financial Services Limited
CT House
Office 8G
Providence
Mahe
Seychelles.

The complaint shall be submitted according to the complaint form and contain as much information as possible. All copies of the documents, screenshots or other supporting information should be attached to the complaint form. All complaints must be made in English in a clear and legible manner. Complaints that contain offensive language will not be processed.

When the Company receives the Client's complaint an initial response letter will be sent to the Client immediately during business hours stating that the complaint has been received and is being dealt with.

The Company will attempt a final response within 30 business days. A final response should be provided to the Client within 60 business days the latest from the date complaint was submitted. However, in case the Company is still not in a position to resolve the issue within 60 business days, the Company will notify the Client in writing stating the reasons for the delay and indicating an estimated time to resolve the complaint. The response shall be provided by email to the same address from which the complaint was received or by regular mail to the address indicated in the complaint.

The complaint can be withdrawn by the same person who submitted it. The Company may request to confirm the withdrawal of the complaint in writing.

The Company can treat a complaint as resolved in the following circumstances, among others:

- where it is determined that no further action is required by the Client and/or the Company upon the issuance of the final decision by the Company;
- where the matter has been mutually resolved;
- where the Client has failed to respond promptly and adequately to the questions and requests of the Company;
- where the Company has provided a substantive response and the Client has failed to indicate that the response is unsatisfactory and/or substantiate the claim with relevant data, within a reasonable timeframe.

If the Client is still not satisfied with the Company's final response, the Client can lodge a complaint with the Seychelles Financial Services Authority (the "FSA") according to the procedures established by the FSA. Please note that the FSA may not attend to any complaint, unless it is satisfied that the matter has been brought to the Company's attention first. Before submitting a Complaint to the FSA please send the Complaint to the Company.

Complaint Form

A. Client Information

Name:	Account Number:
Address:	Telephone Number:

B. Supporting Information

Have you contacted our Support regarding the matter of Complaint before?

If the answer is No, we recommend contacting our Support before submitting a Complaint.

If the answer is Yes, please give us more information about your communication with our Support, case number, date submitted, why the matter was not resolved.

C. 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 (client statement, correspondence with the Company as well as any other supporting documentation to be requested by the Compliance Officer which is relevant to the complaint)

Date and place

Signature