

# COMPLAINT HANDLING PROCESS

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It is AvaTrade's policy to provide the highest possible level of service to our customers. It is inevitable though that from time to time some customers may be dissatisfied with aspect(s) of the service AvaTrade provides and we acknowledge the right of customers to have any expression of dissatisfaction dealt with courteously, professionally and in a timely manner.

In the unlikely event that you have any reason to feel dissatisfied with any aspect of our service, in the first instance you should contact our customer services team, as the vast majority of issues can be dealt with at this level, via:

<http://www.avatrade.com/about-avatrade/contact-us>

Very often issues may arise as a result of misunderstandings and can be easily resolved by our customer services team.

If our customer services team is unable to resolve the matter or you feel that our service has not met your expectations and you wish to raise this issue as a formal complaint, you may then refer it to [complaints@avatrade.com](mailto:complaints@avatrade.com)

- Please set out the complaint clearly, ideally in writing.
- We will provide you with a regular written update on the progress of the investigation of the complaint at intervals of not greater than 20 business days;
- We will attempt to investigate and resolve the complaint within 40 business days of having received the complaint;
- Where the 40 business days have elapsed and the complaint is not resolved, we will inform you of the anticipated timeframe within which we hope to resolve the complaint.
- We will advise you in writing, within 5 business days of completion of the investigation of a complaint, of the outcome of the investigation.

If you do not feel that your complaint has been resolved satisfactorily you are then able to refer your complaint to the British Virgin Islands Financial Services Commission ("BVI FSC"). The BVI FSC is responsible for the supervision of regulated entities in the British Virgin Islands and does not have the authority to act as arbitrator between parties to a dispute. If you feel that we have not addressed your concerns the BVI FSC will act mainly as an intermediary, between the complainant and AvaTrade and seek to establish a factual account of the situation. The BVI FSC will work towards determining whether any violation of laws, regulations and/or policy guidelines has occurred. Complaints are to be made in writing by letter, fax or email to [Commissioner@bvifsc.vg](mailto:Commissioner@bvifsc.vg).

Any referral to the BVI FSC must take place within six years of our final response letter to you, and you should also note that the BVI FSC may not consider a complaint until we have had the opportunity to address the complaint.

For additional information on the British Virgin Islands Financial Services Commission and the services it provides, please see its website at [www.bvifsc.vg](http://www.bvifsc.vg).