

COMPLAINT HANDLING PROCESS

Ava Trade Middle East Limited (“AvaTrade” or the “Firm”) strives to provide its clients with an unrivalled trading experience, ensuring that all clients are treated fairly. We value the feedback of all kinds from our clients and use it to enhance our products and services. We appreciate that from time to time things can go wrong or there can be misunderstandings. We are committed to dealing with queries and complaints positively and sympathetically.

From time to time some clients may be dissatisfied with aspect(s) of the service AvaTrade provides and we acknowledge the right of clients to have any expression of dissatisfaction dealt with courteously, professionally and in a timely manner.

A “complaint” is defined as:

Any verbal or written expression of grievance or dissatisfaction by a consumer, in connection with:

- a) the provision or the offer of the provision of a product or service to a consumer by a regulated entity; or
- b) the failure or refusal of a regulated entity to provide a product or service to a consumer.

ONLY A DULY COMPLETED AND SUBMITTED COMPLAINT FORM ACCOMPANIED BY ADEQUATE SUPPORTING EVIDENCE (AS NECESSARY) TO COMPLAINTS@AVATRADE.COM WILL BE RECORDED AS A COMPLAINT BY THE COMPANY.

In the event that you have any query and/or concern and/or issue and/or problem and/or 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: <https://www.avatrade.ae/about-avatrade/contact-us>

Issues may arise as a result of misunderstandings and can be easily resolved by our customer services team who are happy to assist you and will try to resolve the issue as soon as possible.

If our customer services team is unable to resolve the matter on the same day of receipt or you feel that our service has not met your expectations and you wish to raise this issue as a formal complaint, you must complete a Complaint Form, which is accessible in the legal documents section of our website. The completed Complaint Form accompanied by adequate supporting evidence (as necessary) must be submitted to complaints@avatrade.com to be recorded as a formal complaint.

The purpose of the Complaint Form is to assist you to format your complaint clearly and effectively that allows us to better understand your complaint and resolve the matter as efficiently as possible.

The Complaints Department will ensure your complaint is thoroughly investigated and that you receive a fair outcome. Complaints will be handled independently by a person in the Complaints Department unconnected with the complaint and will have the appropriate authority to resolve it, or access to someone with sufficient authority.

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The Company will treat each complaint with due care and ensure a fair outcome is reached.

- Please complete the Complaint Form clearly and accurately along with supporting evidence (as necessary).
- We will acknowledge the receipt of the complaint in writing to you as soon as possible and at the very least within 7 days of receipt.
- Upon receipt of the complaint AVATrade will provide the complainant with:
 - (i) The contact details of individual responsible for handling the complaint;
 - (ii) Complaint handling procedure of AVATrade;
- We will provide you with a written update on the progress of the investigation of the complaint at intervals not greater than 20 business days;
- We will provide you with a written update in circumstances where the resolution of the complaint is taking longer than 30 days.
- We will attempt to investigate and resolve the complaint within 40 business days of having received the complaint, and later than 60 days from the date of receipt of submission.
- 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.
- Once an investigation of a complaint is completed, a Final Response shall be issued to you with the outcome of the investigation together with any required explanations and any remedy measures the Company intends to take.

Once a conclusion has been reached from the investigation, the following notification will be provided:

- The outcome of the investigation along with the reasons for reaching such a decision will be provided in writing.
- The Company will provide clear terms of redress, if applicable; and
- The terms of redress if accepted. (Any terms of redress are only valid for seven (7) days from the date the terms have been offered).

A complaint will be deemed as resolved or settled where the Company has sent in writing a Final Response to the client.

If the complainant is not satisfied with the terms of redress offered by AVATrade, then AVATrade will inform the complainant of other avenues, if any, for resolution of the complaint and contact details upon request.

If you do not feel that your complaint has been resolved satisfactorily you are then able to refer your complaint to the Financial Services Regulatory Authority (“FSRA”) or Court in ADGM.

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If you wish wishing to lodge a regulatory complaint with the FSRA, it should be done in writing, if possible. A complaint can be lodged:

- By email to: fsra.complaints@adgm.com.
- By sending the complaint to Financial Services Regulatory Authority, Abu Dhabi Global Market PO Box 111999, Abu Dhabi, United Arab Emirates.
- Delivering the complaint to us at Financial Services Regulatory Authority, Abu Dhabi Global Market Square, Al Maryah Island Abu Dhabi, United Arab Emirates.

Other steps a client can take, includes an external dispute resolution scheme, arbitration or the ADGM court. Also note that additional provisions may apply.

These procedures are available to Retail clients free of charge upon request.

Compensation

While the Firm always maintains efficient and updated systems and controls in place to ensure the best service and timely execution of clients' orders, All compensation claims are thoroughly checked, investigated, and dealt with on a case to case basis

Record keeping

- A record of each complaint and its resolution is recorded on a Customer Complaint Report. Each Customer Complaint Report is summarised by the Compliance Officer in the Register of Customer Complaints and their Resolution and retained together with any relevant correspondence and supporting documentation for at least 6 years from the date of the complaint's receipt.
- The Customer Complaint Report records the name of the complainant, the substance of the complaint, the Firm's response, together with any other relevant correspondence or records, and the action taken by the Firm to resolve the complaint.

Systems and Controls

The Firm will review the complaints received and identify and remedy any recurring or systemic problems identified from the Complaints and consider whether it is required to notify the FSRA if any recurring or systemic problems.