

Complaint Handling Policy

1. INTRODUCTION

FXGT.com is a brand name operated by GT Global Ltd (the “Company”), with registration number 8421720-1 and registered address Room 12, First Floor, Kingsgate House, Independence Avenue, Victoria, Mahe, Seychelles and it is authorized and regulated by the Financial Services Authority Seychelles (FSA) under License number SD019.

The Company’s Complaint Handling Policy the (“**Policy**”) regulates effective, clear and fast handling of complaints submitted to the Company in relation to the performance and procedures of the Company. The Company maintains records of complaints and measures taken for expedient complaint resolution, in line with applicable Legislation, Rules and/or Regulations. This Policy describes, amongst others, the process that clients will need to follow in order to submit a query and/or complaint to the Company.

2. CONCERNS/QUERIES

Concern/Query: Any request from a client seeking information, providing feedback, and/or requesting clarification about any activity or service provided by FXGT.com.

If the client is dissatisfied with the Company’s services or has any inquires to raise regarding his account or activity with the Company, in the first instance should contact our Customer Support Department via chat, telephone, or email at support@fxgt.com.

Client’s concerns are initially handled by the Customer Support team which it determines whether the concern can be resolved immediately or if it will require further investigation. The Company will carry out an impartial review of the issue with a view to understand what did or did not happen and assess whether FXGT.com has acted fairly within its rights and have met its contractual and other obligations. The Customer Support team will respond to the client’s query immediately or within 3 business days and they will try to resolve any such queries the client may have. If the Customer Support team requires additional time, they will inform the client in writing and will indicate when the Company will conclude the investigation process and outcome.

If the matter was not solved by the Customer Support team, or if the client is not satisfied with the final response received, then the client may raise this further with the Compliance department following the process indicated in the section below.

3. OFFICIAL COMPLAINTS

Complaint: an expression of dissatisfaction that relates to the provision of or failure to provide, a product or service which alleges that the client has suffered financial loss, material distress or material inconvenience.

A complaint will be recorded as an official written complaint by the Company and will be handled as such only if it is duly submitted with all the required information as described below.

The client should complete and submit the Complaint Form which can be found in the Company's Website fxgt.com. The Complaint Form should be completed in order and contain all the relevant information related to the complaint in order to be able to make the necessary investigation of the client's complaint. The Company may require and request additional information and/or clarifications by the client at any time during the review process.

After the submission of the Complaint Form, a written acknowledgment confirming receipt of the complaint will be sent to the client within five (5) working days from the date the complaint was received.

The complaint will be received by the Legal and Compliance department, which is responsible for handling the clients' complaint and respond to the client within thirty (30) working days depending on the complexity of the complaint and the cooperation of the client. If the Company is unable to respond within thirty (30), it informs the client of the reasons for the delay and indicates when the Company's investigation is likely to be completed.

4. GENERAL PROVISIONS

No complaint shall be valid if submitted after six (6) months of its alleged occurrence and should be deemed to be settled in full upon the expiry of the said six (6) months period. The client hereby waives any rights it may have inclusively the right to submit any complaint or claim or allegation outside the permitted timeframe of six months from the day that the said alleged occurred, irrespectively of the nature of the event (i.e. trade, refund, etc.) or the size of the complaint.

The Company is entitled to treat a complaint as closed in the following circumstances, among others, (i) where it is determined that no further action is required by the client and/or the Company, upon the communication of the final decision by the Company, and/or (b) where the matter has been mutually resolved, and/or (c) where the client has failed to respond promptly and adequately to the questions and requests of the Company, and/or (d) where the Company has given a substantive response and the client has failed to indicate that the response is unsatisfactory and/or justify the claim with supporting data, within a reasonable timeframe. The Company may notify the client upon the closure of a query or complaint.

The Company reserves the right to dismiss a query or complaint which does not comply with the present Policy and/or the Client did not comply with the provisions of the Client Agreement and/or the matter is not expressed accurately and/or includes inappropriate or offensive language and/or insults or threatens FXGT.com or its representatives.

In case the client is not satisfied with the Company's final response, the client can refer to the Seychelles Financial Services Authority (FSA).

The contact details for the Financial Services Authority (FSA) in Seychelles are set out below:

Bois De Rose Avenue
P.O. Box 991
Victoria, Mahé
Republic of Seychelles
Tel: +248 4380800
Fax: +248 4380888
Website: www.fsaseychelles.sc
Email: enquiries@fsaseychelles.sc

The Client may proceed with submitting a Complaint to the FSA through the following link:
<https://fsaseychelles.sc/complaint-handling>

Please note that the FSA may not attend to a complaint of a client unless it is first satisfied that the complaint was first communicated with the Company in the way mentioned in the present Policy.