

Complaint Procedure

TECH-FX

TECH-FX (hereinafter the “Company”) aims to provide superior services to all of its customers.

The Company has appointed a Compliance Officer to efficiently handle any complaints from the customers. This is to allow the Company to resolve and apply mandatory measures to avoid any recurring issues.

Definition

The Company classifies a complaint as any objection and/or dissatisfaction that the customer may have with regards to the provision of the services provided by the Company. A complaint form is enclosed at the end of this policy which includes the information that the customer should provide.

Procedure

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

The Client may register a complaint by completing the complaint form using any of the following options:

- Email:[support@tech-fx.com]
- Postal Address:[[Law Partners House, Kumul Highway, Port Vila, Vanuatu](#)]

1. When the Compliance Officer receives the customer’s complaint then a written acknowledgement will be sent to the customer within 5 business days;

2. The Company will attempt a final response within 15 Business days, however in case we are still not in a position to resolve the issue then the Compliance Officer the customer will be notified in writing stating the reasons for the delay and indicate an estimated time to

resolve the issue;

3. At the earliest opportunity or after three (3) attempts at resolving the complaint matter the Company will send a final written response to the customer indicating one of the following outcomes:

- a. Acceptance of complaint and, where appropriate, provision of remedial action; or
- b. Provision of remedial action without acceptance of complaint; or
- c. Rejection of complaint and the reasoning for reaching to this decision.

4. In the case where the complainant is still not satisfied with the Company's final response (after three attempts), then the complainant can refer his complaint with a copy of the Company's final response to the Vanuatu Financial Services Commission (VFSC) for further examination.

The contact details for the Vanuatu Financial Services Commission (VFSC) in Vanuatu are set out below:

| | |
|----------|---|
| Address: | Companies House PMB 9023 Rue Bougainville Port Vila, Vanuatu |
| Phone: | +678 22247 |
| Website: | https://www.vfsc.vu/fees-help-support/contact-us/ |

Record keeping

The customer should provide all relevant documentation as well as any additional information requested by the Compliance Officer in order to ensure all records are collected and the complaint is properly resolved on time.

All records will be kept safe as per local requirements and for a period of six (6) years.

[The complaint form can be found in the next page]

Complaint Form

1. Customer Information:

| | |
|----------------|-------------------|
| Name: | Account Number: |
| Email Address: | Telephone Number: |

| | |
|--|--|
| Date/Time of the disputed situation: | |
| Number of all contested positions and/or pending orders: | |

2. Brief Summary of the Complaint:

Please describe the product or service you are complaining about (*description, evidence, amount and suggested way to be solved*):

3. How you feel this dispute could be settled:

- *Please enclose any other relevant documentation that may help us to handle the complaint.*
- *Possible documentation to be provided (customer statement, correspondence with*



the Company as well as any other supporting documentation to be requested by the Compliance Officer which is relevant to the customer's complaint)

Date and place Customer Signature

| | | | | |
|--|------------------------------|---|-------------------------------|------------------------------|
| <u>For internal use only:</u> | | | | |
| Complaint Received By: | Date: | | | |
| Acknowledgment sent to Customer: | <input type="checkbox"/> Yes | - | <input type="checkbox"/> No | |
| Informed Customer of initial action: | <input type="checkbox"/> Yes | - | <input type="checkbox"/> No | |
| Final response provided to Customer: | <input type="checkbox"/> Yes | - | <input type="checkbox"/> No | |
| Holding response provided to Customer: | <input type="checkbox"/> Yes | - | <input type="checkbox"/> No - | <input type="checkbox"/> N/A |
| Signature of Compliance Officer: | Date: | | | |