



# Complaint & Dispute Policy



**BROKERAGEA**

# COMPLAINT & DISPUTE POLICY

## 1. INTRODUCTION

1.1. The Complaint & Dispute Policy is established to attend to issues and concerns correctly and appropriately. Accordingly, the Client acknowledges that he/she must comply with the terms set herein if he/she intends to file a dispute or complaint.

1.2. The Client must provide all the necessary information upon submission of dispute or complaint, including full name, account number, email, and a brief description of the issue and its significant details in writing. The Company may collect more information from the Client if deemed necessary to attend the dispute or complaint accordingly. If the dispute or complaint is in connection with any financial transaction, the Client may be required to provide the relevant bank statement of the account used to deposit with the Company.

## 2. COMPLIANCE

2.2. All received disputes and complaints will be subject to the Company's approval, and such matter will be assessed, evaluated, or resolved. The Company may only consider the issue valid if it is related to the Terms and Conditions. The Company may also attend to matters arising from miscommunication of either party and not out of the Client's negligence or violation of the Terms and Conditions.

2.3. All received disputes and complaints shall be verified, assessed, and evaluated within seven (7) working days. The Company may provide the resolution or final settlement of the dispute or complaint via email.

2.4. If there is any discrepancy related to the Client's trading account, he/she must immediately contact the Company of such discrepancy. If any of the following occurs and the Client fails to address it immediately, he/she will be liable for any damage or loss that may occur. The Company may accept the dispute or complaint if any of the possible discrepancies occur:

- The executed order was not displayed on the platform or trading account.
- The executed order was modified.
- There is an unknown or unprompted trade in the account.
- There is an ongoing trade that was supposed to be closed.
- There is a closed trade that should still be ongoing.

2.5. All conflicts will be evaluated constructively by the Company, and the Client acknowledges that the resolution of any conflict will require efforts from all parties. While the Company is not obligated to advise the Client during such a matter, the Client acknowledges that he/she must not publish or disclose any form of statement regarding the dispute or complaint before the Company has assessed such a case. The Client agrees that he/she will not threaten or blackmail the Company and any of its workforce regardless of the issue that arises. Any supposed threat or blackmail to the Company will lead to legal actions and restriction, cancellation, or termination of access or service.

2.6. For any dispute related to the trade warrant, the Company may, without the obligation, accept suggestions and actions that are considered valid to reduce the maximum amount included in the dispute.



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