



**FX-EDGE**  
TRADING VENUE

Complaints Handling Policy  
March 2023

This document seeks to outline the policy relating to complaints handling and process of FX-EDGE V Limited (registration number 700604) having its registered office at Govant Building, Po Box 1276, Port Vila, Republic of Vanuatu (hereafter referred to as "FX Edge V Ltd.", "we", "us", "our").

The policy ensures that FX-EDGE V Ltd. deals with clients honestly and fairly, in a consistent and ethical manner and to ensure that the client has access and information available to best resolve problems, complaints or disputes in a timely manner.

FX-EDGE V Ltd. wants to know about any problems that customers may have with the service provided so we can take steps to resolve the issue. If you have a complaint about the financial product or service provided to you, please lodge your complaint by contacting an FX-EDGE V Ltd. representative at email on support@fx-edge.com.

When lodging a complaint, please include the following information:

- Your trading account number;
- Your name and surname;
- A description of the problem and affected transaction number (if applicable);
- The date and time you encounter the issues being the subject matter of the complaint;
- Your primary contact information regarding this complaint.

Once your complaint is lodged, we will contact you within three (3) business days from the lodging of the complaint with the details of the person who will be your contact person within the Company regarding your Complaint. If your complaint is not satisfactorily resolved by a FX-EDGE V Ltd. representative, within three business days, please contact the Compliance Department on compliance@fx-edge.com.

We will try to resolve your complaint quickly and fairly using all the information available to us. We will use our best efforts to try to resolve your complaint within 30 days of receipt of lodging your complaint. If for any reason this will not be possible we will write to you advising you of this. At the latest, your complaint will be dealt with within 60 days from the date that your complaint.

In case our final decision does not fully satisfy your demands, or in the unlikely event that we are unable to resolve your complaint within the timescales found in this Policy, you can contact the Financial Ombudsman Service at:

Vanuatu Office of Ombudsman

<https://ombudsman.gov.vu/index.php/ombudsman/lodging-a-complaint>

If you would like further information, please contact the Office of the Ombudsman at:

Port Vila Office:

Office of the Ombudsman PMB 081, Port Vila, Vanuatu

SW Pacific Tel: (678) 27200

Email: [ombudsman@vanuatu.gov.vu](mailto:ombudsman@vanuatu.gov.vu)

Santo Office: Office of the Ombudsman

First Floor, Luganville Commercial House PO.Box 378, Luganville, Vanuatu,

SW Pacific Tel: (678) 36364

Email: [ombudsman@vanuatu.gov.vu](mailto:ombudsman@vanuatu.gov.vu)

Vanuatu Financial Services Commission

Rue Bougainville, PO Box 9023, Port Vila,

Vanuatu Phone: +678-22-247,

Fax: +678-22-242

[www.vfsc.vu/fees-help-support/contact-us](http://www.vfsc.vu/fees-help-support/contact-us)

e-mail: [info@vfsc.vu](mailto:info@vfsc.vu)

**Standard process:**

Register complaint lodged in the Complaints Register and stating clearly what mode of communication used to lodge the complaint.

Where a complaint is received, it must be date stamped registered in the Complaints Register immediately. Details need to be recorded on the Complaints Register include the following:

Client Name;

Date Received;

Service Complained About;

Brief Details of Complaint;

Type of Complaint and Method Receipt;

FX Edge V Ltd. Limited Representative taking lead on handling the complaint; and

Action Taken (Remedy, Determination, Result).

2. Wherever possible, a complaint should be investigated by a staff member who is not involved in the subject matter of the dispute.

3. Complaints may be made verbally or in writing. It is important to clearly state in the Complaints Register what mode of communication was used to make the complaint.

4. The following procedure must be followed when a complaint is received orally. (a) Identify yourself, listen, record details and determine what the complaint wants. (b) Confirm the details received. (c) Empathise with the complainant in a courteous manner. (d) Explain the courses of action available. (e) Do not attempt to lay blame or be defensive. (f) Resolve the complaint, if possible, or commit to doing something immediately, irrespective of who will alternatively handle the complaint.

5. Following the notification and registration of the complaint, a written acknowledgement of receipt will be sent to the complainant within 3 business days. The notification must outline the process as per the dispute resolution procedure and that they can refer the matter to the Vanuatu Financial Services Commission, should the matter not be resolved to the person's satisfaction.

6. The representative handling the matter will seek appropriate supporting information from various relevant staff members. The request for all additional information or clarification must be provided within 2 weeks from the date of request.

This is necessary to comply with the stipulated times of response to the complainant within 30 days.