

# COMPLAINTS POLICY

## COMPLAINT HANDLING POLICY

Smart Forex Broker LLC (hereafter the "Company"), is a company incorporated in St. Vincent and the Grenadines, registration number 1296 LLC 2021, and having its registered office at First Floor, First St. Vincent Bank Ltd. Building, James Street, Kingstown, St. Vincent and the Grenadines.

The Company has appointed an Officer to efficiently handle any complaints from the Clients. 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 Client 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.

### **Procedure**

The Officer shall be responsible for handling Client complaints.

The Client may register a complaint by completing the complaint form, using the following email address:

Email: [support@capital.com](mailto:support@capital.com)

1. When the Officer receives the Client's complaint then a written acknowledgement will be sent to the Client within 7 business days;
2. The Company will attempt a final response within 30 business days, however in case we are still not in a position to resolve the issue then the Officer will notify you in writing stating the reasons for the delay and indicate an estimated time to resolve the issue;
3. A final response should be provided to the Client within 60 business days the latest from the date he submitted his complaint;

### **Client Records**

The Client should provide all relevant documentations as well as any additional information requested by the 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 seven (7) years.

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



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Signature of the  
Officer:

Date: