

# COMPLAINTS & DISPUTE



**DEMAXIS**

investing, the way up



# COMPLAINTS & DISPUTE

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We have implemented the terms and procedures in this Complaints & Dispute policy to manage issues and concerns accordingly, for which we may resolve with appropriate solutions.

If you intend to file a complaint or dispute, you must provide your full name, trading account number, registered email, and brief overview with essential details in writing to our official email address. You accept that we may request additional information and documentation to resolve your filed complaint or dispute accordingly. If such a complaint or dispute is related to any financial transaction in your trading account, you acknowledge that we may require you to provide your most recent bank statement with the account you used to perform the relevant transaction.

Once you have filed and submitted a complaint or dispute, such matter will be assessed and reviewed accordingly, subject to our approval if we need to take further steps in resolving the issue. You acknowledge and agree that we may only consider your complaint or dispute valid if it is related to our official Terms of Use or if it arose from miscommunication of either party. Any complaint and dispute out of negligence or violation of the Terms of Use will not be pursued for a resolution and will be managed accordingly by our workforce. Received complaints and disputes will be verified and assessed within seven business days. We may provide its resolution or definitive solution through email.

Any discrepancy in connection with your trading account must be reported immediately to our official email address. Such discrepancies may include:

- a. An executed order did not appear in your trading account or platform.
- b. An unknown or unprompted order was executed in the trading account or platform.
- c. An executed order was modified unknowingly or inadvertently.
- d. Trade was supposed to be closed but is still ongoing.
- e. There is a closed trade that should still be ongoing. You acknowledge and accept that if any of the foregoing occurrences are not reported to us immediately, you will be solely liable for any loss or damage that you may incur.

While filed complaints and disputes are assessed constructively, you acknowledge and agree that resolving any issue or matter requires action from all relevant parties. You agree that you will not disclose or publish any form of statement regarding such matter before we have assessed to resolve the matter. You further agree that threatening or blackmailing us or any of our workforce is strictly prohibited and may result in legal actions, regardless of the conflict. Any supposed threat or blackmail to us or our workforce may result in legal actions and a restriction, termination, and cancellation of access, service, and your obtained profits.



Margin trading and leveraged products carry a high level of risk, including the risk of losing substantially more than your initial investment. Before you make any trading decision related to a financial product, you should acknowledge our Risk Disclosure and seek independent advice if necessary.

If there are any claims related to the Terms of Use or any agreements and contracts with the Company, you agree that you will address us such claims directly. All claims can be sent through email, which must be sent from your registered email address with the Company and must remain confidential until presented with a final resolution. In addition, you must comply with our non-disclosure provisions, which otherwise may result in payable reputational damages.

For any dispute connected with the trade warrant, we may, but are not obligated to, accept recommendations and actions that are considered valid to reduce the maximum amount involved in the dispute.



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