

# COMPLAINT & DISPUTE

 POLICY



TRADERS  
HOME

## COMPLAINT AND DISPUTE POLICY

The Company maintains effective and transparent methods for the reasonable and immediate handling of complaints received from Clients. The Company keeps record of each complaint and the actions to remedy the case or concern of the Client.

The Client shall present the following information every time a complaint is being pursued:

- Client's Name and Surname;
- Client's trading account number;
- Affected transaction number (if applicable);
- Date and time of the issue; and
- Further description of the complaint and issue.

The Client shall not adhere to using any offensive and violent language directed or not directed to the Company, Directors, officers, shareholders, partners, members, employees, agents, service providers, legal representatives, and affiliates.

The Client shall address the complaint to the Customer Support Department. The Client should then expect the following:

- The Customer Support Department will contact you within forty-eight (48) hours;
- The complaint will be resolved as soon as possible; and
- The information regarding the incident will be sent to the Client.

The Company will treat the complaints confidentially.

Further questions and clarifications are to be directed to the Company's Customer Service Department.



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