

COMPLAINTS HANDLING PROCEDURE

AxiTrader Limited
(trading as One Financial Markets)
(One Financial Markets)
BCN 25417 BC 2019

Complaints Handling Procedure

AxiTrader Limited trading as One Financial Markets (“One Financial Markets”, “OFM”, “we”, “our” or “us”) is committed to:

- providing a high standard of client service;
- addressing complaints efficiently and promptly; and
- maintaining our good reputation for integrity and accountability.

To achieve the above, we rely on your cooperation with our complaint handling staff by providing clear information and behaving reasonably.

We welcome feedback on our service at any time. If you are dissatisfied with our services please give us the opportunity to fix the problem. We will investigate, answer your questions and work hard so you enjoy trading with us.

Our complaints handling procedures seek to ensure complaints are reviewed in detail and result in fair resolutions to customer complaints.

What is a complaint?

We define a complaint as “an expression of dissatisfaction made to us by clients, related to our trading products or services, staff or our handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required”, which is derived from Australian Standard AS/NZS 10002:2014 Guidelines for complaint management in organizations (“AS/NZS 10002:2014”).

Making a Complaint

If you are dissatisfied with our services, you can contact our Client Services team through the contact details below:

- Email: clientservices@ofmarkets.com
- Phone: +44 (0) 203 544 9646

Investigation

On receipt of your complaint our staff will discuss the issue with you and, if required, will complete an investigation.

Our internal procedures generally allow us up to 14 days to deal with a complaint. If we are unable to resolve the complaint within 14 days we will: (a) inform you of the

reasons for the delay; (b) provide you with updates on the progress of the complaint; and (c) specify a date when a decision can be reasonably expected. We would expect that in most cases the above process would deal with the matter fully and to your satisfaction.

External Dispute Resolution

In addition to our internal dispute resolution procedure, we are a member of the Financial Commission, an alternative complaint handling body external to us. The Financial Commission is a free dispute resolution service for our clients when we are unable to resolve a dispute to the client's satisfaction.

The decision-making process and administration of the Financial Commission's Dispute Resolution Committee is independent of us and its decisions are binding on us. The Financial Commission also provides our clients access to a compensation fund to cover judgments of up to EUR20,000 per client. More information about the Financial Commission is available from its website at <https://financialcommission.org/>