

Complaints Handling

Our Commitment

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

- (1) providing a high standard of client service;
- (2) addressing complaints efficiently and promptly; and
- (3) 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”.

Making a Complaint

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

Axi

Email: service@axi.com

Phone: [Contact Us / Axi](#)

CMG

Email: support@cmgau.com

Phone: +61 2 4036 3165

OFM

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 EUR 20,000 per client. More information about the Financial Commission is available from its website at

<https://financialcommission.org/>

Axi is a trading name of AxiTrader Limited (AxiTrader), which is incorporated in St Vincent and the Grenadines, number 25417 BC 2019 by the Registrar of International Business Companies, and registered by the Financial Services Authority, and whose address is Suite 305, Griffith Corporate Centre, PO Box 1510, Beachmont Kingstown, St Vincent and the Grenadines.

*CMG is a trading name of AxiTrader Limited, which is incorporated in St Vincent and the Grenadines, number 25417 BC 2019 by the Registrar of International Business Companies, and registered by the Financial Services Authority, and whose address is Suite 305, Griffith Corporate Centre, 1510, Beachmont Kingstown, St Vincent and the Grenadines.

* One Financial Markets is a trading name of AxiTrader Limited (OFM), which is incorporated in St Vincent and the Grenadines, number 25417 BC 2019 by the Registrar of International Business Companies, and registered by the Financial Services Authority, and whose address is Suite 305, Griffith Corporate Centre, PO Box 1510, Beachmont Kingstown, St Vincent and the Grenadines. OFM is 100% owned by AxiCorp Financial Services Pty Ltd, a company incorporated in Australia and New Zealand (ACN 127 606 348 and NZBN 9429042567608). Over-the-counter derivatives are complex instruments and come with a high risk of losing substantially more than your initial investment rapidly due to leverage. You should consider whether you understand how over-the-counter derivatives work and whether you can afford to take the high level of risk to your capital. Investing in over-the-counter derivatives carries significant risks and is not suitable for all investors. When acquiring our derivative products you have no entitlement, right or obligation to the underlying financial asset. OFM is not a financial adviser and all services are provided on an execution only basis. Information is of a general nature only and does not consider your financial objectives, needs or personal circumstances.