

**trading.com**

Customer Complaint Procedures

It is our top priority to ensure that our clients are satisfied with the products and services that we offer. However, we understand that there may be circumstances where you are dissatisfied with the services we have provided to you. If you are dissatisfied or unhappy with any of our products or services, please contact our customer support team at 1-833-FX1-0250 or email us at [support.us@trading.com](mailto:support.us@trading.com) so that we are able to better understand your issues or concerns and address them in a prompt and efficient manner.

If our customer support team is unable to resolve your issues or concerns to your satisfaction within a reasonable period of time, please contact our Compliance team at [compliance.us@trading.com](mailto:compliance.us@trading.com).

In order to ensure that our Compliance team is able to resolve your concerns or issues in a timely fashion, please provide the following information in your email:

- A detailed description of your issue(s) or concern(s);
- The approximate date on which the issue(s) or concern(s) occurred;
- Any other information you feel might be helpful in reviewing the circumstances of your issue(s) or concern(s).

The Compliance team will conduct an impartial investigation of the facts and circumstances surrounding your issue(s) / concern(s) in order to determine whether we acted fairly and in a professional manner as well have met our contractual and legal obligations to you. All such investigations will be conducted in good faith and consistent with standard market practices. Once our investigation has concluded, you will receive a final response relating to your situation within 4 weeks from the date on which you submitted your issues/concerns to the Compliance Team.

If we're unable to resolve your issue(s) or concerns, you may choose to file a complaint via National Futures Association online platform at <https://www.nfa.futures.org/basicnet/Complaint.aspx>.