Complaints and Dispute Resolution Process

This Complaints and Dispute Resolution Process (hereinafter referred to as the "Agreement") document outlines the formal procedures adopted by the Company for the submission, investigation, and resolution of any grievances, complaints, or disputes raised by Clients. The objective of this process is to ensure that all matters are addressed with integrity, professionalism, and expediency, in accordance with the Company's governing Terms of Use and its commitment to fair business practices. By initiating any complaint or dispute, the Client acknowledges and consents to the terms and mechanisms contained herein.

CHAPTER I: INITIATION AND SUBMISSION PROCEDURES

I.I Any Client wishing to initiate a complaint or dispute shall do so exclusively by submitting a formal written communication to the Company's designated complaints email address: legal@finaurex.com. The submission must include the Client's full legal name, trading account identification number, registered email address, and a detailed statement of the facts and circumstances giving rise to the complaint or dispute. The Company may, at its sole discretion, require the Client to provide additional information, documentation, or evidence as it deems reasonably necessary to conduct a complete and impartial assessment of the matter.

I.II Where the complaint or dispute concerns a financial transaction, the Client agrees to provide, upon request, a current account statement issued by the financial institution involved in the transaction. The Company reserves the right to suspend the review process pending the provision of such documentation.

CHAPTER II: REVIEW, EVALUATION AND TIMELINE

II.I Upon receipt of a properly submitted complaint or dispute, the Company shall initiate an internal investigation in accordance with its established protocols. The Company shall determine, based on an objective assessment, the appropriate steps necessary to reach a resolution. Only grievances that arise from the terms contained in the Company's official Terms of Use or stem from demonstrable communication failures will be eligible under this framework.

II.II Complaints arising from Client negligence, misconduct, or violations of the Terms of Use shall not be subject to adjudication under this procedure and will be resolved in accordance with the Company's general policies for non-compliance.

II.III The Company shall endeavor to finalize the investigation within a period not exceeding thirty (30) business days, with a minimum review time of seven (7) business days. The duration may vary depending on the complexity and gravity of the matter. The Client shall be duly notified upon completion of the review, and the Company's determination shall be considered final and binding.

II.IV If an extended investigation is warranted, the Company shall issue an interim response acknowledging receipt of the complaint and indicating the expected timeframe for resolution. During this period, the Client will be kept informed of progress and shall receive periodic updates.

CHAPTER III: REPORTING AND ESCALATION PROVISIONS

III.I The Client must promptly report discrepancies regarding order executions, account status, or trade modifications. This includes, but is not limited to: executed orders not reflected in the platform, unauthorized trade activities, erroneous trade closures, and trade positions left open contrary to instructions.

III.II Failure to notify the Company within a reasonable timeframe following the occurrence of a discrepancy shall constitute a waiver of claims, and the Client shall be deemed to accept the outcome and any resultant financial impact.

III.III The Client agrees to cooperate fully with the Company throughout the resolution process and refrains from public disclosure or defamatory statements until the investigation concludes. Any form of coercion, threats, or undue pressure directed at the Company or its employees shall result in immediate termination of services and may trigger legal action.

III.IV In circumstances requiring further escalation, the Company may designate a senior management official to oversee the matter and liaise directly with the Client. Such escalation shall be reserved for complex or high-priority disputes and shall be conducted in a manner consistent with the Company's professional standards.

CHAPTER IV: CLAIMS, DISCLOSURE, AND FINALITY

IV.I All claims brought forth by the Client must be formally submitted via the registered email address associated with their trading account. Such claims must remain confidential throughout the investigation and resolution period. Breach of this confidentiality requirement may give rise to reputational or commercial harm, for which the Client shall be held accountable.

IV.II Where disputes concern trading instruments such as warrants, the Company, at its sole discretion and without obligation, may assess measures to mitigate potential financial exposure. However, final discretion rests with the Company, and its determination shall be non-contestable.

IV.III At the conclusion of the review process, the Company shall notify the Client of the final determination and, if applicable, execute corrective measures. In cases where the resolution is not in favor of the Client, a reasoned explanation shall be provided. All decisions rendered under this process are final and not subject to further appeal.

CHAPTER V: GENERAL CONDITIONS

V.I By participating in the complaint resolution process, the Client consents to all procedural requirements outlined in this document and agrees to remain accessible and responsive throughout the course of the investigation.

V.II This Complaints and Dispute Resolution Process may be amended by the Company at its discretion. Amendments shall take effect immediately upon publication on the Company's website or through other official communication channels. Continued use of the services following such updates constitutes acceptance of the revised Agreement.

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