

LEGAL DOCUMENT

Complaints Policy

Handling Client Complaints Fairly and Promptly

VERSION

v1.1

EFFECTIVE DATE

01 January 2024

ISSUED BY

Nordic FX

This document is issued by Nordic FX and is subject to periodic review.

1. Our Commitment

Nordic FX is committed to handling client complaints fairly, consistently and promptly. All complaints are taken seriously and investigated thoroughly.

2. How to Submit a Complaint

You may submit a complaint: (a) By email: complaints@nordic-fx.com; (b) By completing the Complaint Submission Form on our website; (c) In writing to our registered address. Please include: your full name and account number; a description of the issue; relevant dates and amounts; any supporting documentation.

3. Acknowledgement

We will acknowledge receipt of your complaint within 3 business days.

4. Investigation and Response

We aim to resolve complaints within 15 business days. In complex cases, we may take up to 35 business days, in which case we will send you an interim response explaining the delay.

5. Final Response

Our final response will set out our findings, any remedy offered, and inform you of your right to escalate the complaint to the relevant regulatory authority or ombudsman if you remain dissatisfied.

6. Escalation

If you are not satisfied with our final response, you may refer your complaint to the relevant financial ombudsman or regulatory authority in your jurisdiction.