

**HF Markets Ltd**  
**COMPLAINTS HANDLING PROCEDURE**

**Complaints Handling Procedure**

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## 1. Introduction

1.1 HF Markets Ltd. (hereinafter referred to as the 'Company') is an investment firm that operates as a global broker.

1.2 HF Markets Limited, part of HF Markets Group, is incorporated (Registration No 094286/GBL) in the Republic of Mauritius. The Company has a Category 1 Global Business License issued by the Financial Services Commission (FSC) of the Republic of Mauritius under the name of HF Markets Limited (Category 1 Global Business No. C110008214 License).

1.3 The Company has implemented and maintains a Complaints' Handling Procedure ('the Procedure'), which is described in this document.

## 2. Interpretation of Terms

2.1. Unless indicated to the contrary, the terms included in this Procedure shall have the meaning given herein. Words importing the singular shall import the plural and vice versa. Words importing the masculine shall import the feminine and vice versa.

## 3. Scope of the Complaint Handling Procedure

3.1. The Procedure sets out the method for the submission of complaints with the Company from its Clients and the processes employed by the Company when dealing with such complaints.

## 4. Definition of a Complaint

4.1. A complaint is an expression of dissatisfaction by a Client regarding the provision of investment and/ or ancillary services provided to him by the Company. Complainant is the person, natural or legal, which is eligible for lodging a complaint to a Company and who has already lodged a complaint.

4.2. A complaint received by a Client shall include:

- a. the Client's name and surname;
- b. the Client's trading account number;
- c. the affected transaction numbers, if applicable;
- d. the date that the issue arose and a description of the issue.

4.3. A complaint must not include offensive language directed either to the Company or a Company employee.

## 5. Procedure

- 5.1. All complaints or grievances must be in writing and shall be addressed, to the Customer Support Department of the Company via email at [support@hotforex.com](mailto:support@hotforex.com) (for any issues other than trading issues) or the Trading department reachable at [execution@hotforex.com](mailto:execution@hotforex.com) for any trading issues.
- 5.2. If the client receives a response from the Customer Support or Trading Department but deems that the complaint or grievances needs to be raised further for an independent review, the client may either ask the Customer Support or Trading Department to escalate it to the Client Audit Team or directly contact the Client Audit Team ([clientauditmu@hotforex.com](mailto:clientauditmu@hotforex.com)), which will independently and impartially investigate it.
- 5.3. The Company will not be able to handle or investigate a complaint, if the requirements included in paragraphs 4.2 and 4.3 above are not fulfilled. In such an event the Company shall revert back to the Client and request him to send any additional information. In any event, one of the Company's officers may contact the Client directly in order to obtain further clarifications and information relating to his complaint. The Company shall need the Client's cooperation in order to handle the complaint.
- 5.4. The Company shall thoroughly examine all complaints as required (taking into account any information contained within the books and records of the Company, including but not limited to the Client's trading account history) without undue delay.
- 5.5. The Company will reach a fair outcome.
- 5.6. The Company shall send its initial response to the Client within 10 business days from the actual receipt of the complaint. If the complaint requires further investigation and it cannot be resolved it within 10 business days, it will issue a holding response in writing or in other durable medium. When a holding response is sent, it will indicate when the Company will make further contact and inform the Client on the investigation progress.
- 5.7. When the Company reaches an outcome it will inform the Client of it together with any required explanations and any remedy measures it intends to take.

## 6. Principles of the Procedure

- 6.1. All complaints shall be treated confidentially.
- 6.2. The Company shall deal with Client's complaints without undue delay.
- 6.3. The company will resolve all complaints in a fair manner.

## 7. Faqs

7.1. Questions regarding this procedure should be sent to the Customer Support Department

## 8. Contacts

8.1. Customer Support Department: [support@hotforex.com](mailto:support@hotforex.com)

8.2. Trading Department : [execution@hotforex.com](mailto:execution@hotforex.com)

8.3. Client Audit Team : [clientauditmu@hotforex.com](mailto:clientauditmu@hotforex.com)

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