



CLIENT’S COMPLAINTS OR GRIEVANCES PROCEDURES



ROBOMARKETS LTD
CT House, Office 9A, Providence, Mahe,
Seychelles



Client's Complaints or Grievances Procedures

With aim to properly maintain effective and transparent procedures for the prompt handling of complaints or grievances received from Clients or potential Clients, the Company has implemented next procedure.

Client wishing to submit a complaint/ grievance may do so by following the below instructions:

1. The Client has the possibility to fill the respective "Client's Complaints Form" which he/she can find in "Members area" or in Annex 1 to this document.

"Client's Complaints Form" consists from next fields:

- the identity of the Client who filed the complaint or grievance;
- the identity of the employee that undertook to provide the service to the Client;
- the department to which the relevant employee relates to;
- the date of receipt of the complaint or grievance;
- the details of the complaint or grievance – full description;
- the extent in financial terms of the potential loss that the Client claims has suffered;
- the date and in summary, the content of the reply of the Company to the said complaint or grievance.

2. Send the completed Form to Administration/Back Office Department by email: info@robomarkets.sc along with a copy of any additional documentation that would be relevant to the complaint.

3. Upon receipt of a Client Complaint Form, the Company will send an initial response letter to the complainant within a reasonable time, and generally within five (5) business days after receiving the complaint.

4. The Company investigates the complaint/grievance within a reasonable period of time, within two (2) months in accordance with actual legislation, and communicates the result and/or final decision to the Client in writing.

5. In highly unlikely cases, when the investigation is not completed within reasonable time, within two (2) months, the client is informed about the progress of the investigation and additional period of time of one (1) month is specified.

Referral of unresolved complaint to the Seychelles Financial Services Authority

We are authorized and regulated by the Seychelles Financial Services Authority (FSA), who has set out specific rules for the handling of complaints. Our procedure is compliant with the FSA rules but if you wish to obtain further information you can find it here: <https://www.fsaseychelles.sc/complaints-handling/>



ANNEX 1 "CLIENT'S COMPLAINTS FORM"

The Client	
Brokerage Agreement No	
Account No	
Date of the Complaint	
The details of the complaint (full description)	
Client's Email Address	
Client's Telephone Number	
The extent in financial terms of the potential loss that the Client has suffered	

On behalf of RoboMarkets Ltd

Employee of RoboMarkets Ltd	
The department of relevant employee	
Administration/Back office Department	
The date of receipt of the complaint	

EMAIL: info@robomarkets.sc WEB: www.robomarkets.sc

RoboMarkets Ltd is authorized and regulated by the Seychelles Financial Services Authority

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