

Complaints Procedure Policy

Effective Date: 1st April 2024



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Important information

FXON Ltd (herein after “the Company”, “us”, “our” or “we”) is committed to complying with applicable laws wherever we do business. This is not only vital to our continued success in an increasingly regulated global marketplace, but also reflects our commitment to conduct business in accordance with the highest legal and ethical standards.

The Company is registered in the republic of Seychelles under the applicable regime, with registration number 8428188-1, and authorised by the Financial Services Authority of Seychelles with Securities Dealer’s License Number SD091. Its registered office is at F2-2A, Second Floor, Oceanic House, Providence Estate, Mahe, Seychelles.

This “Complaints Procedure policy” (hereinafter called the “Policy”) provides outlines on what the Company are committed to providing a high standard of service to all our customers on every occasion. We do recognise however, that occasionally there may be circumstances where you are dissatisfied with the service you may have received.

Please note that the Company may provide Agreement or any other documents in language other than English. Translation or information provided in language other than English is for informational purpose only and do not bind the Company or have any legal effect whatsoever, the Company has no responsibility or liability regarding the correctness of the information therein and the Client should also refer to the English version and the Website for information on the Company and its policies.

1. General Terms of Complaints Procedure Policy

A. Introduction and Scope of this “Complaints Procedure Policy”

The Company aims to provide prompt, courteous, helpful, open, transparent, and informative advice in response to every approach made by a member of the public. And we are always keen to hear the views of our Clients and the public, about our performance and service generally.

As our commitment to providing the best possible service to our Clients, we uphold effective and transparent procedures for prompt complaints handling procedures for existing and potential Clients, we maintain records of complaints and measures taken for complaints resolution.

The Company will attempt to deal with your complaint in a prompt and efficient manner. We will follow the procedures outlined in this Policy to ensure that your complaint is resolved within forty-five (45) business days (where possible).

Some Complaints may be resolved more quickly depending on the facts and the nature of the complaint. However, if the complaint is more complex and takes longer than thirty (30) days to resolve we will communicate with reason for the delay.

B. Procedural Requirements

Any complaint or dispute or difference whatsoever between the Company and the Client must be dealt in accordance with the procedures set forth herein and you agree that we shall have the right to resolve any complaint or dispute or difference whatsoever between yourself and us in accordance with the procedures set forth herein.

C. How to file a Complaint

Clients who wish to file a formal complaint about any aspect of our service, please send your message from the e-mail which was used by you for registration.

The Company aims to resolve the matter quickly as possible – by the end of next business day, if possible. However, If matter is more complex, and at our sole discretion, is expected to take longer than five (5) business days to, we will provide you within two (2) business days with a written acknowledgment that we have been informed of your concerns and/or issue and we will communicate the reason for delay and provide you with details of who is handling the matter and how to contact.

All Formal complaints should be forwarded to “Compliance Officer” in writing, in English Language as our official language, in the manner set for the above, for action in accordance with the procedure described in this Policy.

Where to file/make Complaints

You can email us at support@fxon.com or write to: FXON Ltd, F2-2A, Second Floor, Oceanic House, Providence Estate, Mahe, Seychelles.

When to file/make Complaints

The Client should acknowledge that you must place a complaint as soon as possible, but not later than one day after the event in question has arisen. If you delay, it can lead to a situation when the time necessary for resolution has passed. In such case, the Company is not responsible for the inability to satisfy your request.

Required Documents

- Your name and e-mail which was registered with us;
- A clear description of your concern or complaint;
- Details of what you would like us to do to put it right and/or how it should be resolved;
- Copies of any relevant correspondence, such as e-mails.

*Clients also can use our [Complaints Registration Form](#) attached in this Policy.

Note

The Client should acknowledge that you are liable for all charges/costs/expenses/fees incurred by us regarding your requests, claims or complaints if such requests could not be comprehensively satisfied without involving third parties.

The Company will inform you in advance if such involvement of third parties is needed.

D. Response

As the Company's initial response, we will send you a letter no later than twenty (20) Business Days after receiving your complaint, containing a full account of the investigation activities planned, any findings thus far and, if appropriate, any offer of redress. This letter will advise you of your rights, who is handling your complaint and how to contact such person.

Once the Company has completed your complaints investigation, we will write to you again and offer you a summary of the outcome of our investigation. Where appropriate, it may also include a final offer of redress.

The Company will attempt to send the final response within forty-five (45) business days after receiving your formal complaints, or twenty (20) business days after acceptance or rejection of any offer or redress (where applicable), whichever comes first.

It may not always be possible to complete the investigation in the above timeframe, as sometimes the complexity of the complaint may require more time to investigate in whole or in part. The Company will always abide by regulatory guidelines in relation to complaints etc., and we will always ensure that complainants are kept informed about their complaint and our activities in response to their complaint.

2. Miscellaneous

A. Governing Law

The laws of the Republic of Seychelles will govern this Policy, without giving effect to any principles of conflicts of laws.

You agree that any action arising out of this Policy, or your use of our products and/or services shall be brought in a court in the Republic of Seychelles and you consent to the jurisdiction of such courts.

B. Miscellaneous and Disclaimer

The Client should acknowledge that this Policy does not and cannot secure or guarantee to fully and/or partially satisfy your complaints. And the Company can arbitrarily revise and/or amend this Policy in its sole discretion, whenever it deems fit or appropriate. If this Policy is revised, it shall be effective when posted on our Website and the websites designated by our Company.

Along with this Policy, following documents found on the Company's website (namely "Client Agreement" and "Risk Disclosure and Warning Notice"), as amended from time to time, (together the "Agreement"), as well as any other documentation that may be communicated as applicable to a Client as a result of his participation in any of the Company's campaigns and/or other promotion programs, which set out the terms upon which the Company will offer Services hereunder to the Client and shall govern all CFD activity of the Client with the Company during the course of entering into usage of our Services.

The Client should acknowledge that this Policy does not apply to money that you may owe to us, and the Company may take immediate action to recover any debts payable to us in court and/or any relevant venue.

Nothing set forth herein shall prevent either Party from applying to a court for interim or injunctive relief. Therefore, each Party acknowledges that a breach of the provisions of this Policy may cause the other Party irreparable injury and damage.

Addition to any other rights and remedies that may be available to either Party as per applicable law or in equity.

C. Contact Us

If you wish to contact us with any queries, concerns or complaints, you can email us at support@fxon.com or write to: FXON Ltd, F2-2A, Second Floor, Oceanic House, Providence Estate, Mahe, Seychelles.

Risk Warning

FX trading (Foreign Exchange Margin Trading / Contracts for Difference) involves a very high risk of incurring not only large marginal losses and a loss of the principal amount invested, but also losses in excess of the principal amount invested, due to sudden price fluctuations of the target currency or stock.



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This investment risk is caused by the high leverage and the ability to trade many times the amount of funds deposited, and we cannot guarantee that these financial instruments are suitable for all customers. Please make sure you have a thorough understanding of the investment risks involved and carefully consider your own experience before trading.

3. Complaints Registration Form

COMPLAINTS REGISTRATION FORM

1. Personal Detail

Name (First, Middle and Family Name)	
Residential Address	
Zip/Postal code	
Town/City	
State/Province	
Country	
Home Phone (If Applicable)	
Mobile Phone	
Registered Email Address	
Trading Account Number	
Platform (MT4/5)	
Equity Before (In Account Currency)	
Equity After (In Account Currency)	
Claimed of Damage (In Account Currency)	
Account Manager (If Applicable)	
Department (If Applicable)	

2. Summary of your Complaint

Please Describe the products or service you wish to complain about (Description, Evidence and suggested way to be solved.)

3. Declaration and Signature



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Your Name (In English)	
Signature	
Date	