



ISSUED FOR
P-Global Markets
Limited

DATE AVAILAIBLE
05/09/2018

CUSTOMER

COMPLAINT

POLICY



CUSTOMER COMPLAINT POLICY

1. DEFINITION OF COMPLAINT

1.1. Under the complaint handling rules, P-Global Markets Limited and/or its authorised representative must deal with any expression of dissatisfaction about any financial services activity provided or withheld by our Company. Complaints should be sent to company's email address: support@pglobalmarkets.com. All complaints lodged by any other means (on a forum, by telephone, etc.) will not be considered. We consider it important that we deal properly with any reasonable complaint made by a client, whatever the nature of the complaint.

2. PROCEDURES

2.1. A complaint shall include:

- a) name and surname of the Client (or company name if the Client is a legal entity);
- b) Client's login in the trading platform;
- c) details of when the conflict first arose (date and time in the trading platform time zone);
- d) ticket of the position and/or Pending Order (if applicable);
- e) description of the disputed situation with references to the appropriate clause(s) of the Client Agreement, Terms of Business or other Regulations that the Client believes to have been breached.

2.2. The complaint must not include:

- a) emotional description/assessment of the conflict situation;
- b) offensive language;
- c) obscenities.
- d) threats.

2.3. The Company has the right to refuse a complaint if any of clauses 2.1 or 2.2 of this Complaint Policy have been breached.

2.4. The Compliance representative will deal with all client complaints unless in cases where there might be a conflict of interest, in which case the General Director of the company will deal with such a complaint.

2.5. A written acknowledgment must be sent within 2 (two) business days to the complainant, together with details of P-Global Markets Limited handling procedures.

2.5. The Compliance Department shall consider any Client complaint or dispute and will deliver a judgment within the shortest amount of time possible. The dispute must be reviewed within 5 (five) business days of having been received. In certain situations, this deadline may be extended.

2.6. Within 5 (five) business days of the complaint receipt, P-Global Markets Limited will send the complainant a final response, or a holding response that will explain why it is not yet in a position to resolve the complaint and give an indication of when further contact will be made. (This further contact must be within the time period indicated in clause 2.7).

2.7. Within 14 (fourteen) business days of receipt of the complaint, P-Global Markets Limited will send the complainant either:

- a) a final response;
- b) a response which explains why a final response cannot be given with an explanation as to why and an indication of when we can anticipate on providing a final response.

2.8. Upon sending the final response to the complainant, the Client will have 14 (fourteen) business days to respond. If a response is not received within 14 (fourteen) business days, P-Global Markets



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Limited is not obliged to take the complaint further unless further correspondence is received from the client indicating that they are still dissatisfied.

MONITORING AND REVIEW

This Policy will be reviewed and/ or amended from time to time and/ or as and when considered necessary by the Board of Directors. In such case the Policy on our website will be replaced with the updated version. Please contact us at support@pglobalmarkets.com if you have any additional inquiries and/or questions.

