FlipTrade Group

COMPLAINTS HANDLING PROCEDURE

1 Introduction

FlipTrade Group Ltd ("Company", "we", "us", "our"), incorporated under Certificate of Incorporation No. 232118, operates through its website www.fliptradegroup.com and is authorised and regulated by the Financial Services Commission ("FSC") of Mauritius under Licence No. GB26205911.

The Company is committed to providing high-quality services to all its clients. As part of this commitment, the Company has established and maintains this Complaints Handling Procedure (the "Procedure"), which ensures that all complaints are handled in a fair, transparent, and timely manner.

This Procedure outlines:

How clients can submit complaints
The process for handling complaints
Expected timelines for resolution
Record-keeping and monitoring practices

The Company maintains a record of all complaints received and the actions taken to resolve them.

A Compliance Officer ("CO") has been appointed to oversee and manage complaints efficiently and impartially.

2 Scope of the Procedure

This Procedure applies to all complaints received from clients or potential clients in relation to the Company's services.

3 Our Culture

3.1 Commitment to Clients

We aim to provide prompt, professional, and transparent service to all clients. We value feedback and continuously strive to improve our services.

3.2 Continuous Improvement

We acknowledge that issues may arise from time to time. Complaints are treated as an opportunity to:

- Address concerns promptly
- Improve internal processes
- Prevent recurrence of similar issues

3.3 Transparency and Fairness

We maintain clear and effective procedures for handling complaints in accordance with applicable laws and regulations.

4 Definition of a Complaint

A complaint is any written expression of dissatisfaction submitted by a client regarding the Company's services, including but not limited to:

Issues related to trading accounts, transactions, or contracts
Concerns regarding execution of orders or pricing
Dissatisfaction with responses, delays, or service quality
Requests for information that were denied or inadequately addressed
Any perceived breach of the Company's Terms, Policies, or obligations

5 How to Make a Complaint

5.1 Submission Method

Clients may submit complaints via email to:
📧 complaints@fliptradegroup.com

5.2. Timeframe

Complaints should be submitted as soon as possible, preferably within three (3) business days from the date of the incident.

5.3 Required Information

To ensure efficient handling, clients should provide:

- Trading Account Number (if applicable)
- Date of the incident
- Description of the issue
- Disputed amount (if any)
- Supporting documents or evidence
- Any additional relevant information

5.4 Acknowledgment

A written acknowledgment will be sent within five (5) business days
A unique complaint reference number will be provided
Details of this Procedure will be shared if requested

6 How We Handle Complaints

6.1 Investigation

The Company aims to resolve complaints within fifteen (15) business days
If more time is required, the client will be notified with reasons for the delay

6.3 Final Response

A final response will be provided within sixty (60) business days at the latest

6.4 Escalation

If the client is not satisfied with the final response, they may escalate the complaint to the Financial Services Commission (FSC) of Mauritius:

Address:
FSC House, 54 Cybercity, Ebene, Mauritius

Phone:
+(230) 403 7000

Website:
https://www.fscmauritius.org

7 Monitoring of Complaints

The Company maintains a complaints register with full details of each case
All complaints are monitored to ensure timely resolution
Clients may be asked to provide additional information where necessary
All records are kept securely and confidentially for a minimum of seven (7) years

8 Recovery of Debts

This Complaints Handling Procedure does not apply to any outstanding debts owed by the client to the Company.

The Company reserves the right to take legal action for the recovery of any unpaid amounts.

9 Interim and Injunctive Relief

Nothing in this Procedure limits the right of either party to seek:

Interim relief
Injunctive relief
Any other legal remedies available under applicable law

10 Policy Updates

The Company reserves the right to amend or update this Procedure at any time to reflect regulatory changes or operational improvements.

11 Contact Information

For any queries regarding this Procedure, please contact:

Compliance Department
FlipTrade Group
🌐 www.fliptradegroup.com

📧 complaints@fliptradegroup.com