



**orbex**  
*Serving Traders Responsibly*

**COMPLAINT HANDLING PROCESS**

## COMPLAINT HANDLING PROCESS

### 1. Purpose and Scope

The purpose of this Complaint Handling Process ("CHP") is to provide client(s) of ORBEX. ("Orbex") or ("the Company") with clear, accurate and up-to-date information about the Company's complaints-handling process as well as information on how to submit a complaint, how to provide the information related to the transactions of the Client's account(s), for the reasonable and prompt handling of complaints or grievances received from retail clients or potential retail clients, and to keep a record of each complaint or grievance and the measures taken for the complaint's resolution.

### 2. Process

#### 2.1. How to submit a Complaint:

- The Client is required to submit his/her complaint formally and in writing to Orbex and in English Language, within one business day from the day of the incident, by completing the Company's Complaint Form ("the Form") available for download on the Company's website and submitting the Form by email to: [complaints@orbex.com](mailto:complaints@orbex.com) or Online through the Company's website.
- The Client must complete all fields of the Complaint Form and to provide any additional information if needed.
- In cases where the information provided by the Complainant/Client is insufficient, the Company may require to be provided with further information.

#### 2.2. Complaint Management:

Once a formal written complaint is received by Orbex, the Company will acknowledge receipt of the Complaint and will then begin the investigation/examination of the Complaint and notify the client with a Complaint Reference Number, whereby the resolution of the outcome is usually within Five (5) business days of receiving the Complaint. If for any reason, the Complaint cannot be resolved within the prescribed period, the Company will inform the Complainant/Client accordingly; other inquiries are not considered complains.

The person responsible for handling the Complaint will:

- Gather and investigate all the relevant information and evidence regarding the complaint;
- Provide the Complainant/ Client with a response without any unnecessary delay;

### 3. Important points to Note

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- In the case the company did not come back to the Client during the prescribed period, Orbex will provide the Client with reasons relating to any delay indicating the estimated time period when any investigation/examination/feedback is likely to be completed and/or provided to the Client.
- It is understood and agreed by the Client that complaints received by Orbex will be dealt without a charge/fee on the Client, however, in the event that any complaint proceeds into a further legal action/proceeding, each party will be liable for their own costs/expenses unless directed otherwise by any court of law and/or regulatory body. In cases where the outcome of the proceedings is in the benefit of the Company, the Company may proceed with recovery of any legal expenses incurred.
- All complaints shall be treated with the confidentiality.

## 4. Important Contacts

### 4.1. Orbex

2nd Floor, The Catalyst, Silicon Avenue, 40 Cybercity, 72201 Ebène, Republic of Mauritius

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### 5. Complaint Form

- Please complete the form in English language only, and send to [complaints@orbex.com](mailto:complaints@orbex.com)
- Please view the Complaint Handling Process. Account Number (If applicable):

Account Number (If applicable):	
First Name:	
Last Name:	
Telephone Number:	
Email:	
Identification Number:	
Subject:	
Date:	
Person contact from Orbex :	
Reference/Ticket/Deal Number:	
Description of the complaint:	
Additional Information:	

#### Acknowledgment

The Client hereby acknowledges and agrees receiving a reply from ORBEX., within 5 business days from the day that the complaint is received by ORBEX., provided that all relevant information has been provided by the Client. The Client hereby acknowledges and agrees that ORBEX. shall process and deal with the complaints based on the facts related to each occurrence.

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