

Complaint Handling Procedure and Declaration

Introduction

The Company recognizes two types of complaints, with the first type taking priority over the second:

- a) Complaint from an existing Client of the Company;
- b) Complaint from the General Public.

Through this document, The Company seeks to make the process of submitting a complaint clear and transparent. Furthermore, it highlights the procedures used by The Company to deal with such complaints.

Highlighting a Complaint

In order for Clients or the General Public to have their complaint dealt with, they are required to submit the following;

Existing Clients: Full Name and Wallet Number

In the event that the complaint is regarding a specific transaction, we will also require the following: Trading account affected and transaction IDs of those trades affected.

In addition to the above we require a full explanation as to the nature of the complaint with as much detail as possible (dates etc.).

Complaint from the General Public

Whilst existing Clients will take priority, the Company also acknowledges that you may not be a Client but may still have a complaint. In this instance, all we require are the following;

- Full Name
- Email address
- Full explanation as to the nature of the complaint.

Submission of a Complaint

Any complaint must be submitted in writing (see the Contact Details below). In the event that the complaint is regarding a particular trade, the complaint must be submitted no later than 24 hours after the reason for the complaint has materialized. Failure to submit the complaint within the time period specified may result in any complaint being deemed as null and void, therefore without legal force or effect.

In order to ensure the speedy resolution of a complaint the Company must receive the full details as requested in the paragraph above (Complaint from the General Public). Failure to do so will delay the ability of the team to investigate the complaint and will ultimately lead to delays in the resolution of the complaint.

Contact Details for Submission of a Complaint

All complaints must be submitted via electronic mail to the following address: complaints@lmfx.com

Response to a Complaint

The Company will always endeavor to reply to a complaint within 21 days of it being highlighted, if not sooner. In the event that the complaint is of a nature requiring more time to fully investigate it, then the Client will be informed accordingly and a further 21 days may be requested.

The Client will always be informed of the outcome of any investigation and any remedial action that may be required as a result of the investigation.

Closure of a Complaint

In the event that a complaint doesn't require remedial action, the outcome of the investigation will be submitted to the Client and within 24 hours of no response from the Client the complaint will be considered closed.

In the event that there is remedial action, on this being accepted by the Client, the complaint will once again be considered closed.

The Company reserves the right to review this Complaint Handling Procedure whenever it deems it necessary.