

COMPLAINT HANDLING PROCESS

VPFX FINANCIAL SERVICES L.L.C.

www.vpfxmena.com



DISCLAIMER

VPFX Financial Services L.L.C. (SCA License no: 20200000242) is an authorized and registered limited liability company under the law of the Securities Commodities Authorities (SCA), United Arab Emirates, under its exclusive partnership with VPFX Limited (Malaysia) to exclusively facilitate our UAE Nationals and Residents. However, VPFX Financial Services is not authorized to hold clients assets or money and all services are provided only on introduction and promotion basis.

Ventura Prime FX Limited (hereafter referred to as “Ventura Prime FX”, “VPFX”, ‘us’, ‘we’ and ‘our’ as appropriate) is committed to resolving any issues in a timely manner and will acknowledge receipt of your concerns promptly, ensuring that we address the matters raised as efficiently as possible.

1. At VPFX, we dedicatedly provide our clients with the best possible customer experience. However, we acknowledge that there may be occasions when we do not meet your expectations. In the event that you are dissatisfied with any aspect of our service, we kindly request that you contact our Customer Support team via email at **support@vpfx.net**.
2. To help us investigate and resolve your complaint as expediently as possible, and with minimal inconvenience to yourself, please make sure you give us as much information as possible when contacting us, including:
 - a. Your name and client account number
 - b. Contact details (Email and Mobile Number)
 - c. A precise description of your complaint
 - d. Copies of any relevant documents
 - e. Details of what you would like us to do to put it right
3. Once we have received your complaint then we will aim to resolve any issues as quickly as possible. Some issues may take longer to investigate, although we will always provide a response in a prompt manner and will keep you informed of any delays in the investigation process. Our ‘final response’ once issued, will document, and explain the full outcome of our investigation.
4. We believe that providing clients with access to mechanisms for dealing with complaints about financial services is a fundamental component of the regulatory regime.
5. If you are not satisfied with the response from our Customer Service agent, or you are unable to resolve the issue at this level, then you may raise the matter as a complaint with our Compliance Team.
6. The team will undertake an independent assessment of the complaint with a full diagnosis of the events. They will assess whether you, the client, have been treated fairly and examine if VPFX Ltd has met all its contractual and regulatory obligations regarding the occurrence.
7. A comprehensive written response will be provided within a maximum of four (04) weeks of receipt of the original complaint.
8. If you need to contact our Compliance Team directly, please write to us at **compliance.vpfxmena.com**.



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