

COMPLAINTS PROCEDURE

Effective date November 16, 2015

This Complaints Procedure of Quineex Markets Ltd ('Quineex') sets out the process employed when dealing with complaints received by clients.

1. If you are dissatisfied with the service provided by Quineex or have a trading question, please contact our Customer Service as soon as possible at +13473891541 or via email at support@quineex.com You will be contacted within 24 hours from the receipt of your inquiry. Very often your complaint can be easily resolved by our Customer Service.
2. However, we acknowledge that there may be occasions when you wish to raise a formal complaint. If you have a formal complaint, please submit it to our Compliance Department via email at compliance@quineex.com.
3. A formal complaint shall be in writing and shall include:
 - 3.1. the Client's name and surname;
 - 3.2. the Client's trading account number;
 - 3.3. the affected transaction number (if applicable);
 - 3.4. the date and the time that the issue occurred; and
 - 3.5. the detailed description of the issue.
4. A complaint shall not include offensive language directed to Quineex.
5. Quineex may at its own discretion refuse to handle a complaint if requirements set forth in the clauses 3.1-3.5 and 4 are not fulfilled.
6. All complaints are treated confidentially.
7. After the receipt of the complaint the Compliance Department shall:
 - 7.1. send an initial response to the Client within 5 business days;
 - 7.2. resolve a complaint as soon as reasonably practicable;
 - 7.3. inform the client within 24 hours after a complaint was resolved.