



Complaint Handling Procedure

Venture Financial Markets Ltd
(VFM Brokers)

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1. SCOPE

- 1.1 The Complaint Handling Procedure (the '**Procedure**') sets out the process adopted by Venture Financial Markets Ltd (referred to as '**VFM Brokers**' or the '**Firm**') for the reasonable and prompt handling of complaints, disputes, or grievances received from Clients (referred to as the '**Client**', the '**Complainant**', '**you**', '**your**' and '**yourself**').
- 1.2 For any capitalised term, which has not been defined in the Policy, please refer to Schedule A ('Glossary') of the 'Client Agreement'.

2. QUERIES

- 2.1 If you are dissatisfied with our services, or if you have a query regarding your account or activity with us, you may contact the Customer Support Department via live chat or e-mail. Our Customer Support Department will determine if your query can be resolved immediately or if it will require further investigation; if your query cannot be resolved immediately, we remain committed in addressing and/or resolving it in a prompt manner (usually within 48 business hours).
- 2.2 If you are not satisfied with the response to the query or grievance you received, then you may raise this further with the Compliance Department following the process indicated in the 'Official Complaints' section.

3. OFFICIAL COMPLAINTS

- 3.1 An official complaint means a statement of dissatisfaction relating to the provision of investment services, addressed by a Complainant to the Compliance Department, as indicated in the Procedure.
- 3.2 A complaint **must** include: (i) the Client's name and surname, (ii) the Client's Account number, (iii) the affected transaction number(s), if applicable, (iv) the date and time that the issue arose, and (v) an accurate description of the issue.
- 3.3 Complaints need to be sent by e-mail compliance@vfmbrokers.com to the Compliance Department.
- 3.4 Complaints communicated to the Compliance Department must be received from the registered e-mail of the Client or the Client's Appointed Representative as soon as possible after the subject matter of the complaint arose.

- 3.5 Where appropriate, we will update the Complainant on the progress of the handling of the Complaint.
- 3.6 Upon receipt of the Complaint, we will investigate the complaint and reply, within fourteen (14) days of receipt, to the Complainant about the outcome/ decision.

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