

TROVEX OFFICIAL DOCUMENTATION

COMPLAINT HANDLING PROCEDURE

CLIENT COMPLAINTS & DISPUTE RESOLUTION

Revision Date: July 2026

TROVEX MARKETS LTD

COMPLAINT HANDLING PROCEDURE

This Complaint Handling Procedure is issued by TROVEX MARKETS LTD, a limited liability company incorporated and registered in Saint Lucia under registration number 2026-00398 and having its registered office c/o Fortgate Offshore Investment and Legal Services Ltd, Ground Floor, The Sotheby Building, Gros Islet, Rodney Village, Rodney Bay, LC01 101, Saint Lucia (hereinafter referred to as "Trovex", the "Company", "we", "us" or "our"). It supplements Clause 44 (Complaints Handling) of the Client Agreement.

1. COMPLAINTS

- 1.1** At Trovex, we are always keen to hear the views of our clients and prospective clients about our performance, including what we do right and what we do wrong.

We recognise that, from time to time, things can go wrong and we may not be able to provide the standard of service that we set for ourselves. We welcome your feedback, as it allows us to put things right and to learn from our mistakes.

- 1.2** As part of our commitment to provide the best possible service to our clients, we implement transparent procedures for the prompt handling of complaints from existing and prospective clients. We maintain records of complaints and of the measures taken for their resolution, in line with the Applicable Laws and Regulations.

- 1.3** We will deal with your complaint in a prompt and efficient manner. We will follow the procedure outlined below with the aim of resolving your complaint within thirty (30) Business Days. Some complaints can be resolved more quickly, depending on the facts and the nature of the complaint. If a complaint is more complex and takes longer than thirty (30) Business Days to resolve, we will inform you of the reasons for the delay.

2. TYPES OF COMPLAINT HANDLED

- 2.1** In line with the foregoing, we will investigate a complaint, dispute or difference between us, provided that it is submitted to us in writing in accordance with this Complaint Handling Procedure, in regard to one or more of the following:

- (a) a perceived injustice resulting from alleged maladministration on our part, pertaining to:
 - (i) your Account(s) with us and/or the Transactions and/or Contracts carried out and/or reflected therein;
 - (ii) your rights under the Client Agreement, as published on our website at <https://trovexmarkets.com>;
- (b) dissatisfaction with our response to a request by you for our services to be provided in a different format; and/or
- (c) a denial of a request for information regarding your Account and/or the Transactions and/or Contracts carried out and/or reflected therein; and/or
- (d) dissatisfaction with the way in which we responded to an enquiry and/or the time that we took to respond.

3. HOW TO MAKE A COMPLAINT

- 3.1** There are two (2) stages in our Complaint Handling Procedure:

- (a) an informal stage, by contacting your account manager or our Customer Support team with any concerns or issues that you may have; and
- (b) a formal stage, by filing a formal written complaint with our Customer Support Department, either through the complaint form available on our website at <https://trovexmarkets.com> or by email to: **support@trovexmarkets.com**

- 3.2** To help us deal with your complaint as quickly as possible, please include your full name, your Account number, a clear description of the matter, the date(s) and ticket number(s) of any Transactions

concerned, and copies of any relevant documents or correspondence.

4. COMPLAINT HANDLING PROCESS

- 4.1 A complaint is initially handled by a member of the Customer Support Department. The Customer Support Officer receiving the complaint shall take the necessary actions to ensure that the complaint is properly addressed.
- 4.2 Within two (2) Business Days from the receipt of the complaint, the Customer Support Officer shall send a written acknowledgement to the complainant, informing the complainant that the complaint is under investigation and has been forwarded to the relevant department/personnel, and providing all details necessary so that the complainant is aware of who is dealing with his/her complaint.
- 4.3 The events leading to the complaint will be examined and assessed based on the information provided by the client. The Company will also examine whether any additional information needs to be retrieved from the Company's records (e.g. electronic mail, recorded telephone calls, platform and IT data).
- 4.4 Upon receiving a written complaint or grievance, the following details shall be obtained and recorded:
- The identification particulars of the client who made the complaint or grievance;
 - The service provided by the Company related to the complaint or grievance;
 - The employee responsible for the provision of those services;
 - The department to which the employee belongs;
 - The date of receipt and registration of the complaint or grievance;
 - The content of the complaint or grievance;
 - The capital and the value of the financial instruments which belong to the client;
 - The magnitude of the damage claimed by the client;
 - References to any correspondence exchanged between the Company and the client.
- 4.5 The Company sets five (5) Business Days from the day the original complaint is received as the standard investigation period. Following the completion of the investigation, the complainant will be informed of the results within fifteen (15) Business Days. If a complaint cannot be resolved within the standard investigation period, the Company will inform the complainant in detail about the causes of the delay and indicate the period within which the investigation is expected to be completed. This period shall not exceed three (3) months from the date of submission of the complaint.

5. OUR RIGHT TO PROCEED WITH THE RECOVERY OF DEBTS

- 5.1 The above Complaint Handling Procedure does not apply to money that you may owe to us.
- 5.2 We may take immediate action to recover any debts payable to us before the competent courts, in accordance with Clause 51 (Governing Law and Jurisdiction) of the Client Agreement.