

# Complaints Management Policy



## Introduction

DBG MARKETS Limited (Company Registration Number. A000001474) (hereinafter the '**Company**') aims to treat its customers fairly in all aspects of its business and provide them with the high standards of service. However, if a particular aspect of our service falls short of your expectations, you may consider expressing your dissatisfaction. The Company is committed to dealing complaints through the correct complaints process in line with applicable Laws and/or Regulations.

## The Purpose of the Complaints' Policy

The purpose of this policy is to ensure that we are aware of, manage, resolve and track all complaints received. A record of these complaints and all relevant correspondence are captured on our internal Complaints Register. This is used as a tool to identify gaps within our processes or controls and ensure that preventative and corrective measures are implemented to prevent recurrences. Appropriate management controls are available to exercise effective control and supervision of the consideration process. We commit to implementing disciplinary action for non-compliance with the policy by our customers.

### Definitions

#### 1. Complaint:

Means a statement of dissatisfaction by a client addressed to the Company relating to the provision of investment and/or ancillary services provided by the Company.

#### 2. Complainant:

Means any person, natural or legal, who is a client of the Company.



## Complaint's Procedure

You can submit any queries or disputes to the email address: [support@dbgm.com](mailto:support@dbgm.com)

DBG MARKETS undertakes to resolve all complaints as promptly and as objectively as possible. All escalated complaints

must be received in writing along with all relevant information relating to the case and all attachments thereto. Once all the relevant information is received the complaint will be forwarded to the relevant staff appointed to consider its resolution, all complaint will receive proper consideration with proper management controls.

The complainant will be provided with written acknowledgement of receipt of the complaint. All responses will be in writing and will explain the reason for the decision.

The Complaint will be recorded into a Complaints Register of DBG Markets.

What to do to resolve your complaint:

- a. You will be informed of the results of the consideration within 3 weeks, provided that if the outcome is not favorable, full written reasons will be furnished within 6 weeks of receipt.
- b. Should you be dissatisfied with the outcome, or the manner in which a product was sold or administered, or how you were treated, you may escalate the complaint, in writing, to DBG MARKETS's Compliance Officer, the email address of Compliance Officer is . The following information must be included:
  - Full names and surname
  - Identity number
  - Account number
  - Cell phone number
  - E-mail address
  - Details of the complaint and all supporting documentation, information and correspondence

## Attention

In case when some or all irregular/illegal/exploitative/fraudulent trading practices are executed on one or more accounts of one Customer, or accounts of various Customers,



then DBG MARKETS is entitled to cancel all Services and terminate all respective contracts related to any and all Customer's accounts and/or apply other measures. DBG MARKETS may exercise any and all actions in in this clause at its own discretion. Please refer to clause 5.14 of the Client Service Agreement for detailed regulations and specific conditions.