

Rox Trader Inc / Trading as CuentaFX

COMPLAINT HANDLING POLICY

Rox Trader Inc (hereinafter referred to as the “**Company**”) owns and operates the domain “**CuentaFX**” (www.cuentafox.com). Rox Trader Inc is registered in Comoros with company number HT00224012, authorized and regulated by the MWALI INTERNATIONAL SERVICES AUTHORITY (hereinafter referred to as the "MISA") with license number BFX2024018 to carry out investment business as permitted under the Mauritius Financial Services Act 2007.

1. COMPLAINT HANDLING PROCEDURE

The Company will follow the below procedure to ensure your complaint is dealt with in the appropriate manner:

- a. The Company will record the details of your complaint and contact you by the close of the 2nd working days after receipt of the complaint and confirm the person who will be your contact at the Company.
- b. The Company will then thoroughly investigate the basis of the complaint using all the available information.
- c. After the investigation is concluded the Company shall take all necessary steps and/or actions in addressing any findings, where applicable.
- d. The Company will inform the Client know the outcome of our investigation.

2. REQUIRED INFORMATION

When submitting a complaint, Clients should include the following information, at minimum:

- a. Trading account number.
- b. Name and surname.
- c. Registered email address.
- d. A description of the problem and affected transaction number (if applicable).
- e. The date and time that the issue arose.
- f. Provide any available evidence to support your complaint.

3. TIMEFRAME OF COMPLAINT HANDLING PROCEDURE

The Company undertakes to deal with complaints in a timely manner. An initial response will be sent to you by close of the 2nd working day after having receipt of the complaint, including relevant details on the process we will take to investigate your complaint.

The Company endeavours to resolve all complaints within a 14 working day period. The Company will inform the Client in case more time is required for the investigation of the complaint. Notwithstanding the above, the Company shall provide its final response within 28 working days after the receipt of the complaint.

4. CONTACT DETAILS

Please direct your complaints at info@cuentafox.com