



# Complaints & Disputes Resolution

**btgcapital**

We have implemented the terms and procedures in this Complaints and Disputes Resolution to manage issues and concerns accordingly, and for which we may resolve with appropriate solutions.

If you intend to file a complaint or dispute, you must provide your full name, trading account number, registered email, and brief overview with essential details in writing to our official email address. You accept that we may request additional information and documentation to resolve your filed complaint or dispute accordingly. If such a complaint or dispute is related to any financial transaction in your trading account, you acknowledge that we may require you to provide your most recent bank statement with the account you used to perform the relevant transaction.

Once you have filed and submitted a complaint or dispute, such matter will be assessed and reviewed accordingly and will be subject to our approval if we need to take further steps in resolving the matter. You acknowledge and agree that we may only consider your complaint or dispute valid if it is related to our official Terms and Conditions or if it arose from miscommunication of either party. Any complaint and dispute out of negligence or violation of the Terms and Conditions will not be pursued for a resolution and will be managed accordingly by our workforce. Received complaints and disputes will be verified and assessed within seven business days. We may provide its resolution or definitive solution through email.

Any discrepancy that may occur in connection with your trading account must be reported immediately to our official email address. Such discrepancies may include:

- a. An executed order did not appear in your trading account or platform.
- b. An unknown or unprompted order was executed in the trading account or platform.
- c. An executed order was modified unknowingly or inadvertently.
- d. Trade was supposed to be closed but is still ongoing.
- e. There is a closed trade that should still be ongoing. You acknowledge and accept that if any of the foregoing occurrences are not reported to us immediately, you will be solely liable for any loss or damage that you may incur.

While filed complaints and disputes are assessed constructively, you acknowledge and agree that resolving any issue or matter requires action from all relevant parties. You agree that you will not disclose or publish any form of statement regarding such matter before we have assessed to resolve the matter. You further agree that threatening or blackmailing us or any of our workforce is strictly prohibited and may result in legal actions, regardless of the conflict that arises. Any supposed threat or blackmail to us or our workforce may not only result in legal actions but also a restriction, termination, and cancellation of access, service, and your obtained profits.

If there are any claims related to the Terms and Conditions or any agreements and contracts with the Company, you agree that you will address us such claim directly. All claims can be sent through email, which must be sent from your registered email address with the Company and must remain confidential until presented with a final resolution. In addition, you must comply with our non-disclosure provisions, which otherwise may result in payable reputational damages.

For any dispute connected with the trade warrant, we may, but are not obligated to, accept recommendations and actions that are considered valid to reduce the maximum amount involved in the dispute.

**Risk Disclaimer:** Trading CFDs on margin and using leverage involve significant risks that can either work for you or against you. Before trading, you should carefully consider your trading objectives and level of experience and weigh your risk for appetite. You could sustain a substantial loss to some or all of your investment and therefore should not invest money that you cannot afford to lose. All users are advised to read and understand the risks involved in trading.



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[info@btg-capital.com](mailto:info@btg-capital.com)