



# **COMPLAINTS HANDLING POLICY**

Eightcap Global Limited is authorised and regulated by the Securities Commission of The Bahamas (SCB), (SIA-F220).

## 1. Introduction

Eightcap Global Limited (**Company**) is a regulated broker company with a registered address 201 Church Street, Sandypoint, West Bay Street, New Providence, The Bahamas trading in financial and commodity-based derivative instruments and other securities. The Company is authorised and regulated by the SCB (SIA-F220).

## 2. Making a Complaint

If you are a client or a potential client of the Company and are a private individual or represent a business at the time the complaint is made to us, and you are dissatisfied with any aspect of your dealings with us, you have the right to complain to us. You may make such a complaint in writing, over the telephone, or in any other usual method of communication which is convenient for you.

### 2.1. Definition of a Complaint

A complaint is an expression of dissatisfaction by clients regarding the provision of investment and/ or ancillary services provided to them by the Company.

The client shall provide the Company with the following information in relation to the complaint:

- (a) Client's full name
- (b) Client's email address
- (c) Client's account number
- (d) Date / Time of disputed situation
- (e) Brief description of the disputed situation
- (f) Preferred resolution of the disputed situation

### 2.2. Submitting Complaints

The client can make a complaint to the Company by emailing: [global@eightcap.com](mailto:global@eightcap.com) or by completing and emailing the appropriate Complaint Form (Form) to the Company (refer to the Form in Appendix A for Trading Operations complaints, and Form in Appendix B for Non-Trading Operations complaints).

### 3. Dealing with Your Complaint

As soon as we receive your complaint, it will be referred to the relevant department within our business and if required, you will be contacted and asked to provide as much information as you can in relation to the complaint. We will endeavour to resolve the complaint to your satisfaction within five (5) business days.

If we are unable to resolve your complaint within five (5) business days, we will acknowledge your complaint in writing and a member of our compliance Department will be appointed to oversee and handle our investigation. We will keep you up to date as matters progress. You are free to contact us at any time if you have any questions.

At the earliest opportunity or after three (3) attempts at resolving the complaint matter with you we will send a final written response to you which either:

- (a) Accepts the complaint and, where appropriate, offers redress or remedial action; or
- (b) Offers redress or remedial action without accepting the complaint; or
- (c) Rejects the complaint and gives our reasons for doing so; or
- (d) Explains why it is not possible to make a final response and indicates when we expect to be able to do so.

At this point we will also provide you with full details of how you can refer your complaint to the SCB if you are dissatisfied with our response.

If you accept our decision you should inform us of this, but if you do not do so within eight weeks, the case will be considered closed.

### 4. Right to Refer to Securities Commission of The Bahamas (SCB)

Where we are not able to resolve your complaint to your satisfaction, you may be permitted to refer your complaint to the SCB. Should this be necessary, Eightcap will provide you with full details of how to do this.

## COMPLAINT FORM

### Appendix A

#### Type: Trading Operations

Name:

Surname

:Email:

Account Number:

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Date/Time of the disputed situation (in EET, MetaTrader server time):

Number of all contested positions and/or pending orders:

Brief description of disputed situation:

How you feel this dispute could be settled:

Please accompany this form with a screenshot of your Trading Terminal if you feel it would further support your claim request.

## COMPLAINT FORM

### Appendix B

#### Type: Non-Trading Operations

Name:

Surname

:Email:

Account Number:

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Date/Time of the disputed situation (in EET, MetaTrader server time):

Number of all contested positions and/or pending orders:

Brief description of disputed situation:

Clause(s) in the regulations on Non-Trading Operations, which in the complainant's opinion, have been breached:

How you feel this dispute could be settled:

Please accompany this form with a screenshot of your Trading Terminal if you feel it would further support your claim request.