



COMPLAINT HANDLING POLICY

Xtream Markets Ltd

Registration Number: 84516

Trust Company Complex, Ajeltake Road, Ajeltake Island, Majuro, Marshall Islands – MH96960

Website: www.xtrememarkets.com

Email: support@xtrememarkets.com

Effective Date: September 2015

1. INTRODUCTION

Xtream Markets Ltd ("Company") is committed to providing high-quality services and maintaining fair relationships with Clients.

The purpose of this Complaint Handling Policy is to establish a transparent process for receiving, investigating and resolving Client complaints.

2. OBJECTIVE

This Policy aims to:

- Ensure complaints are handled fairly;
 - Promote transparency;
 - Resolve complaints efficiently;
 - Improve service quality;
 - Protect Client interests.
-

3. DEFINITION OF A COMPLAINT

A complaint is any expression of dissatisfaction relating to:

- Trading services;
- Account administration;
- Deposits;
- Withdrawals;
- Platform functionality;
- Customer support;

- Execution of orders;
- Company policies.

General inquiries and information requests shall not be treated as formal complaints.

4. WHO MAY SUBMIT A COMPLAINT

Complaints may be submitted by:

- Account holders;
- Authorized representatives;
- Corporate account representatives.

The Company may request proof of authorization where necessary.

5. HOW TO SUBMIT A COMPLAINT

Complaints should be submitted in writing via:

Email

support@xtrememarkets.com

Website

www.xtrememarkets.com

The Company may request additional supporting documentation where necessary.

6. REQUIRED INFORMATION

A complaint should include:

- Full Name
- Trading Account Number
- Contact Information
- Date of Incident
- Detailed Description of Complaint
- Relevant Supporting Evidence

Incomplete complaints may delay the investigation process.

7. ACKNOWLEDGEMENT OF COMPLAINT

The Company shall acknowledge receipt of a complaint within a reasonable period after receipt.

Acknowledgement does not imply acceptance of the complaint.

8. INVESTIGATION PROCESS

The Company shall review:

- Trading records;
- Platform logs;
- Account history;
- Communications;
- Relevant supporting evidence.

Additional information may be requested from the Client.

9. RESPONSE TIMEFRAME

The Company shall make reasonable efforts to investigate complaints promptly.

Complex matters may require additional time where:

- Technical reviews are required;
 - Third-party providers are involved;
 - Additional evidence is needed.
-

10. COMPLAINT OUTCOMES

Following investigation, the Company may:

- Uphold the complaint;
- Partially uphold the complaint;
- Reject the complaint.

The Company shall provide a written explanation of its findings.

11. EXECUTION RELATED COMPLAINTS

Where a complaint relates to trade execution, the Company may review:

- Execution price;
- Market conditions;
- Liquidity conditions;
- Platform records;
- Order logs.

The Company reserves the right to rely upon internal records when determining outcomes.

12. PRICING DISPUTES

The Company may investigate complaints concerning:

- Price feeds;
- Spreads;
- Slippage;
- Market gaps.

The Company may correct manifest pricing errors where appropriate.

13. WITHDRAWAL COMPLAINTS

Withdrawal-related complaints may require review of:

- Verification status;
- Payment methods;
- AML documentation;
- Compliance requirements.

Processing delays resulting from verification requirements shall not automatically constitute misconduct.

14. CLIENT COOPERATION

Clients agree to:

- Provide accurate information;
- Submit supporting documentation;
- Respond to requests promptly.

Failure to cooperate may affect complaint investigations.

15. ABUSIVE COMPLAINTS

The Company reserves the right to reject complaints that are:

- Frivolous;
- Repetitive;
- Abusive;
- Fraudulent.

The Company may discontinue correspondence where abuse occurs.

16. RECORD KEEPING

The Company shall maintain records of:

- Complaints received;
- Investigations conducted;
- Responses issued;
- Supporting documentation.

Records may be retained for compliance and operational purposes.

17. NO IMPACT ON TRADING OBLIGATIONS

Submission of a complaint does not:

- Suspend margin requirements;
- Prevent Stop-Out procedures;
- Delay account obligations.

Clients remain responsible for managing their accounts.

18. CONFIDENTIALITY

Complaint information shall be treated confidentially and used solely for:

- Investigation;
- Resolution;
- Compliance purposes.

Information may be disclosed where required by law.

19. POLICY REVIEW

The Company reserves the right to amend this Policy at any time.

Updated versions shall become effective upon publication on the Company's website.

20. CONTACT DETAILS

Xtream Markets Ltd

Trust Company Complex, Ajeltake Road, Ajeltake Island, Majuro, Marshall Islands – MH96960

Website: www.xtrememarkets.com

Email: support@xtrememarkets.com

Telephone: +357 96 673007

21. CLIENT ACKNOWLEDGEMENT

By opening and maintaining an account with Xtream Markets Ltd, the Client acknowledges that:

- They have read this Complaint Handling Policy;
 - They understand the complaint submission process;
 - They agree to cooperate with investigations conducted by the Company.
-

END OF COMPLAINT HANDLING POLICY

Version 1.0

© 2015–2026 Xtream Markets Ltd. All Rights Reserved.

