

# Complaint and Dispute Policy

cinpax

## Complaint and Dispute Policy

The Company maintains effective and transparent methods for the reasonable and immediate handling of complaints received from Clients. The Company keeps a record of each complaint and the actions to remedy the Client's case or concern. The Company will treat complaints and disputes as confidential.

In case of disputes between the Company and the Client, the provisions herein must be followed accordingly. Such disputes may include:

- If the Client sees a discrepancy between the displayed trading results and the results that should have been displayed instead
- If the Client refuses to fulfill his/her obligations toward the Company
- If the Client has a firm basis for terminating this Agreement
- Other conflicts of interests between the involved parties

The Client must contact the Company immediately through the available communication as indicated on the website.

All complaints and discrepancies must be submitted in writing to [customer.info@cinpax.com](mailto:customer.info@cinpax.com). When sending any concern via email, the Client must use the same registered email with the Company to immediately identify him/her. If the Client will use a different email address to send his/her complaint or dispute, the Company has the right to reject those claims.

If the Client cannot access the registered email address anymore, he/she must directly confirm with the Company and request a change of information before submitting any complaint or discrepancy. The Client shall present the following information every time a complaint or dispute is being pursued:

- Client's Name and Surname
- Client's trading account number
- Affected transaction number (if applicable)
- Date and time of the issue; and
- Further description of the complaint and issue

The Client hereby agrees that he/she will allow the Company to resolve his/her complaint or dispute in the allotted time as determined by the Company. After submitting the written concern, the Company will verify it within 30 business days, provided that it was presented with proper documentation. Within those 30 business days of assessing the complaint or dispute, the Client must be responsive and maintain communication with the Company. This includes, but not limited to, communication via email and phone calls. The Client must ensure his/her availability in order to resolve the complaint or dispute as best as possible.

The Client is prohibited from publicizing any form of statement regarding the complaint or dispute while it is being resolved. In case of violating confidentiality, the Company has the exclusive right to terminate the Client's trading account and revoke his/her profits.

Furthermore, if the Client violates his/her obligations, he/she will be liable to pay reputational damages to the Company. If the Client does not fulfill his/her obligations regarding the assessment of his/her complaint or dispute, this shall imply the waiving of his/her right to mitigate any losses.

Therefore, the Client bears full responsibility the moment he/she does not fulfill his/her obligations regardless of the impact on his/her capital.

The Client shall not adhere to using any offensive and violent language directed or not directed to the Company, Directors, officers, shareholders, partners, members, employees, agents, service providers, legal representatives, and affiliates.

All involved parties must cooperate accordingly to resolve any complaint or dispute on a constructive basis. Any form of threats against the Company, such as blackmail or extortion, are legitimate grounds to terminate any ongoing negotiations or agreements.





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