



COMPLAINT RESOLUTION POLICY



Xeodis
PRECISION TRADING

COMPLAINT RESOLUTION POLICY

- 1.** The Company is committed to providing our clients with the highest level of service. We understand that sometimes issues may arise, and we are dedicated to resolving any complaints in a fair, transparent, and timely manner. This Complaint Resolution Policy outlines the steps we take to address and resolve client complaints effectively. Also indicated herein is the process of filing complaints and disputes, including identifying conflicts related to the User Terms of Service.
- 2.** When filing for a complaint or dispute, the Client must include the following details in an email:
 - a)** Client information, including full name and trading account number
 - b)** Contact information (registered email address and phone number)
 - c)** Description of the complaint or dispute, indicating the necessary details; Claims relating to financial transactions should include the relevant documentation, such as bank statements, invoices, and other records required by the Company
- 3.** All complaints and disputes can be sent to support@xeodis.com using the Client's registered email. The Company can reject claims from unrecognized email addresses. The Client must inform the Company if he/she does not have access to his/her registered email and request an information update before filing a claim.
- 4.** Once a filed claim is verified, the Client must maintain contact with the Company through its official communication means.
- 5.** Claims are verified and processed within 30 business days, where the Company will seek solutions that the Client can act on to complete the resolution. During this period, the Client is prohibited from releasing any public statement online, mainly if the Company has not provided a definitive solution.
- 6.** Once the investigation is complete, the Company will provide the Client with a written response outlining our findings and proposed resolution. If the complaint is found to be valid, the Company will take appropriate steps to address the issue.
- 7.** Potentially harmful statements, including with the intention of threat, extortion, or intimidation toward the Company and its workforce, are legal grounds to terminate business relationships. The Company can enforce fees for defamation and reputational damage up to 500,000.00 USD, depending on the Client's violation severity.
- 8.** Complaints and disputes must be related to the Company's User Terms of Service. The Company has the right to reject claims that arise from miscommunication or resulting from the Client's negligence or non-compliance with the relevant agreement or contract. The Company can also reject or cancel a filed claim if the Client does not comply with the procedures accordingly.
- 9.** The Company will maintain detailed records of all complaints received, including the nature of the complaint, steps taken to investigate, and the outcome of the resolution process. This information will be used to improve the Company's services and prevent similar issues from occurring in the future.

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Trading derivatives on margin and utilizing leverage carries substantial risks, which may result in gains or losses. Prior to engaging in trading activities, it is essential to carefully evaluate your trading goals, experience level, and risk tolerance. There is a possibility of sustaining significant losses, potentially exceeding your initial investment. Therefore, it is crucial not to invest funds that you cannot afford to lose. All users are strongly advised to thoroughly read and comprehend the associated risks before participating in trading activities.

10. The Client can file a dispute if it is connected to trading account discrepancies. These conflicts include, but are not limited to:

- a)** Trading results indicating a different outcome from what should be displayed
- b)** An executed trade or order was not completed
- c)** Trading results appear to be modified
- d)** Glitches such as displaying additional trades or closed trades that should still be open

11. The Company can temporarily or permanently restrict the Client's trading account access if the claim involves trading activities.

12. Claims regarding termination of agreements or contracts and cancelation of services must have a valid justification. Otherwise, the User Terms of Service will prevail, including its termination procedures.

13. The Client must immediately file the complaint or dispute if it meets all conditions herein. The Company shall not bear any responsibility for any loss or damage the Client may endure from not filing the claim sooner.

14. The Client acknowledges that if he/she does not comply accordingly, resolving the case may be delayed or have an unfavorable outcome regardless of the Company's best attempt to resolve the complaint or dispute.

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