

Complaint & Dispute Guidelines

COMPLAINT & DISPUTE GUIDELINES

1. The Company and its workforce aim to embed an effective, fair, and efficient complaint-handling process by establishing this Complaint & Dispute Guidelines document.
2. When filing a complaint or dispute, the Client must comply with the following:
 - a) In a formal written letter, the Client must include his/her full name, trading account number, contact number, registered email address, and description of his/her complaint or dispute with the essential details. If the claim involves a financial transaction, the Company reserves the right to require the Client for additional documents and related information, such as bank statements or invoices. The Client is obligated to submit the relevant documents the Company requires to resolve his/her filed claim.
 - b) The Client is obliged to send the complaint or dispute using his/her registered email with the Company for timely identification. All claims must be submitted to info@marketrocks.com. The Company will disregard and refuse cases from unrecognized email addresses. Refer to 11.11. and 17.3. under the Terms of Service.
 - c) While all filed and accepted claims are verified and processed within 30 working days, the Client is obligated to refrain from releasing any form of online public statement, especially if the Company has not completed its final resolution toward the claim.
 - d) When a filed claim is accepted and verified, the Client is obliged to maintain an open communication line with the Company during the management period for an immediate resolution. Therefore, the Client must be actively reachable through phone or email.
3. The Company invokes its right to reject a filed complaint or dispute if it does not comply with the established procedures.
4. The Client acknowledges that his/her complaint or dispute will only be valid and accepted if it is in connection with the following reasons:
 - a) Filed complaints and disputes must be exclusively related to the official Terms of Service of the Company. The Company will not accept claims due to the Client's negligence or non-compliance with the relevant Agreement or contract with the Company.
 - b) Disputes can be filed if they are relevant to discrepancies in the Client's trading results. Such conflicts may include technical faults that occur in the Client's trading account. It may be in the form of showing different trading results from what should have been displayed on the trading account or if the executed order was unsuccessful. Technical faults may also happen when the Client's trading results seem to be modified or altered. Moreover, glitches and malfunction results may show added trades or closed trades that should still be ongoing.
 - c) All claims are resolved with critical measures and must only be filed if they are significant and were not a result of miscommunication, which otherwise will be declined entirely by the Company.

Trading in the financial market involves inherent risks, and it is crucial to be aware of the potential financial risks before engaging in such activities. The financial market is highly volatile, with price fluctuations occurring rapidly and unpredictably. Additionally, leverage in forex trading can amplify both gains and losses, adding an extra layer of risk, where traders may experience substantial financial losses. Past performance does not indicate future results. Before participating, it is essential to thoroughly understand the complexities of trading, including market conditions, geopolitical factors, and economic indicators. It is advisable to seek professional financial advice and only trade with funds you can afford to lose. By trading with MarketRocks, traders acknowledge and accept the inherent risks associated with online trading.

- d) Filed claims regarding the termination of the Agreement or services of the Company must have valid and lawful grounds. If the Client refuses to comply with his/her obligations and opts for termination, the Company's Terms of Service shall prevail.

5. If the complaint or dispute meets all conditions herein, the Client must file it accordingly and immediately. The Company is not liable for losses and damages, regardless of the capital amount affected, if the occurrence was not presented to the Company sooner.

6. The Client agrees that regardless of the Company's best efforts to manage filed issues, but the Client still does not comply, resolution may still lead to delays or inadequacy.

7. Once the filed claim is accepted as eligible for assessment and resolution, the Client can expect the following actions from the Company:

- a) Valid complaints and disputes will be analyzed while the Company looks for the best solution to remedy the situation within 30 working business days.
- b) The Company will provide a possible remedy to the claim, which the Client can act upon for settlement.
- c) If the complaint or dispute involves a trading operation, the Company reserves the right to restrict the access temporarily or permanently to the Client's trading account to resolve his/her case as effectively.
- d) Filed claims involving termination of the trading account, the Agreement, or other contracts with the Company, including canceling the services altogether, will still comply with the termination procedures stated on the Terms of Service.

8. Above all, the Client thereby acknowledges that all forms of potentially harmful public statements are prohibited during the resolution period. The prejudicial statements include those with the intention of extortion, exaction, and any threat to the Company and its representatives.

9. While all kinds of intimidation against the Company are legal grounds to end negotiations ultimately, the Company invokes its right to enforce financial liability to the Client for reputational damage. Accordingly, imposed fees for defamation shall be determined by the Company, ranging from \$1,000.00 to \$500,000.00, conditional on the severity of the violation.

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