

## Table of Contents

1. Interpretation of Terms .....	2
2. Introduction .....	2
3. Scope of the Complaints Handling Procedure .....	2
4. Definition of Complaint .....	2
5. Procedure .....	3
6. Complaint Handling Procedure .....	3
7. FAQs .....	3
8. Contacts .....	3

## **1. Interpretation of Terms**

Unless indicated to the contrary, the terms included in this Report shall have a specific meaning and may be used in the singular or plural as appropriate.

## **2. Introduction**

2.1 OneTrade is a trading name of FxStat Ltd and is authorised and regulated by the Financial Conduct Authority in the United Kingdom under FCA Firm Reference Number 537787. FxStat is a company registered in England and Wales under registered number: 07212997. Usage of this Complaints policy must be in conjunction with FxStat Ltd (“FXSL”) Compliance Regulations Manual and other company policies and procedures currently in effect and those yet to be introduced.

This document (refer to as the “**Complaint Handling Procedure**”) is part of a wider agreement between you (also is referred as to as “**our client**”, “**you**”, “**your**”, and “**yourself**”) and Onetrade (also referred to as ,“**FXSL**”, “**us**”, “**we**”, “**our**” and “**ourselves**”) in relation to your trading account(s) and activities carried on with us.

2.2 The Company provides Internet based services, including (i) brokerage, (ii) software, (iii) investment and (iv) ancillary services at [www.onetrade.com](http://www.onetrade.com) (the “Company’s Website”) under the commercial name “OneTrade”.

2.3 Further information about the Company can be found on the FCA’s website or by contacting the FCA directly at 25 The North Colonnade, Canary Wharf, London, E14 5HS.

## **3. Scope of the Complaints Handling Procedure**

The complaints handling procedure (the “Procedure”) sets out the processes employed when dealing with Complaints (as defined below) received by Clients (as defined in the Client Agreement available online at [www.onetrade.com](http://www.onetrade.com)).

## **4. Definition of Complaint**

4.1 A Complaint is an expression of dissatisfaction by a Client regarding the provision of investment and/ or ancillary services provided by the Company.

4.2 A Complaint shall include:

- the Client’s name and surname;
- the Client’s trading account number;
- the affected transaction numbers, if applicable;
- the date and time that the issue arose; and
- A full description of the issue.

4.3 A complaint must not include offensive language directed either to the Company or a Company’s employee.

## **5. Procedure**

5.1 All complaints must be in writing and shall be addressed, in the first instance, to the Customer Support Department support@onetrade.com.

5.2 If the Client receives a response from the Customer Support Department but deems that the Complaint needs to be raised further the Client may either ask the Customer Support Department to escalate it to the Compliance Department or directly contact the Compliance Department compliance@onetrade.com, which will independently and impartially investigate it.

## **6. Complaint Handling Procedure**

6.1 Both the Customer Support Department and the Compliance Department shall thoroughly examine any complaints as required (taking into account any information contained within the books and records of the Company, including but not limited to the Client's trading account journal) and reach a fair outcome.

6.2 Both the Customer Support Department and the Compliance Department shall:

- (i) send an initial response to the Client within forty-eight (48) hours,
- (ii) Resolve complaints as soon as reasonably practicable and
- (iii) Inform the client accordingly.

6.3 All Complaints shall be treated confidentially.

## **7. FAQs**

7.1 Questions regarding this Procedure should be addressed, in the first instance, to the Customer Service Department.

## **8. Contacts**

Customer Support Department E-mail: support@onetrade.com

Compliance Department E-mail: compliance@onetrade.com