



Ventura Prime FX Limited

COMPLAINT HANDLING PROCESS

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Version - 1.0

VENTURA PRIME FX LIMITED

Kensington Gardens, No. U1317, Lot 7616, Jalan Jumidar Buyong, 87000 Federal Territory of Labuan, Malaysia
Labuan Financial Service Authority (LFSA) Regulated - Registration Number: LL16224



Complaint Handling Process

Ventura Prime FX Limited (hereafter referred to as “Ventura Prime FX”, “VPFX”, ‘us’, ‘we’ and ‘our’) always cares about keeping its clients satisfied with its services. The purpose of this Complaint Policy is to outline the Company’s effective and transparent procedure for the immediate complaint handling of all existing clients

Procedure:

- When a valid complaint is received, Ventura Prime FX shall take into account the particular issues raised and the evidence provided by the Client. We will seek to resolve complaints as quickly as possible. Upon receipt of a valid complaint, a written Acknowledgment e-mail will be sent to the Client within the three business days.
- This Acknowledgement e-mail will further notify the Client of the Unique Complaint Reference Number (UCRN) which must be used in all future contact with us regarding the specific complaint.
- We will investigate the Client’s complaint with the aim of reaching a final resolution of any issue in a timely manner, with a maximum of two-month period from the initial complaint receipt
- During the complaint investigation period, Ventura Prime FX may inform the Client of the handling process and request additional information and/or documentation (as necessary) for the full assessment of the said complaint.
- In the event, if our team is unable to reach a final resolution of the complaint within the aforementioned two- month period, the Client will be notified beforehand of the reasons for the delay and further indication will be provided regarding the period of time within which it will be possible to complete the investigation, with the maximum extension being an additional one month.
- A final response letter detailing our conclusions and resolution to the complaint. This letter will also confirm that, should you remain dissatisfied with the final response, you may refer your complaint to the Labuan Financial Service Authority. This must be done within six months of the date of our final response letter, otherwise you would lose this referral right.

Where we need to obtain information from third parties there can be delays, which are beyond our control. At all times, we seek to resolve matters within two-month period. We will keep you informed if there are delays.

If we receive a complaint that is not about us, or our services, and we can identify the firm to whom the complaint should be addressed, we will:

- Write to the firm concerned, explaining that we believe the complaint to be theirs, and suggesting that they contact you directly.

If you have any questions about this procedure, please contact Compliance: For the attention of the Complaints Officer at compliance@vp-fx.com.