

DIRECTPRIME

# COMPLAINT & DISPUTE POLICY

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# COMPLAINT & DISPUTE POLICY

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We aim to have an effective, efficient, and fair handling process when resolving complaints and disputes. Therefore, we have established this Complaint & Dispute Policy to take the appropriate measures when handling Client concerns.

Before filing a complaint or dispute, you agree that such concern is not a result of your breaching of the Terms of Service or any applicable agreement with the Company.

## General guidelines

To file a complaint or dispute, you must send a formal letter to our official email, which includes your full name, trading account number, contact number, registered email address, and the description of your concern with the relevant details.

We may require you to provide additional documents and information if the claim involves a financial transaction, such as copies of bank statements, invoices, and bank information relevant to solve your claim.

For prompt identification, all claims must be sent to our official email using your registered email with Direct Prime. Therefore, we have the right to disregard and reject claims from unrecognized email addresses.

Filed and accepted claims are verified and processed within 30 business days, where you are obligated to refrain from releasing any form of online public statements when we have not yet provided a final resolution for the claim.

Once a filed claim is accepted and verified, you must maintain communication with us during the management period to resolve your claim immediately. For example, you must be reachable by phone or email and respond immediately to our queries and other messages.

## Compliance when filing claims

We have the right to reject a filed complaint or dispute if it does not comply with the established procedures. Additionally, filed complaints and disputes must be related to our official Terms of Service. Therefore, we have the right to reject filed claims resulting from negligence or non-compliance with the applicable policies and conditions.

**DIRECTPRIME**

The financial market is volatile in nature, which may work to your advantage or disadvantage. Due to the significant risks of trading derivatives and other leveraged products, you should only conduct transactions with us if you understand the nature of the contracts you enter into. You should carefully assess the extent of your risk potential and consider whether trading is appropriate for you based on your experience, objectives, risk appetite, and other relevant factors.

Disputes can be filed if it is relevant to discrepancies related to your trading results, such as:

- a) Technical errors where your account displays different trading results from what should have been displayed
- b) The placed trade or order is not showing on the trading account
- c) A trade or position that's intended to be closed is still displayed or ongoing
- d) Additional trades or orders appear, or an unknown trade is displayed
- e) A trade's order or specification was changed
- f) Trading results seemed modified or altered

Moreover, all claims are resolved with appropriate measures and must only be filed if they are significant and were not a result of miscommunication, which otherwise will be declined entirely.

Filed claims related to your use of our Services must have valid grounds. If you refuse to comply with your obligations and opt for termination, our Terms of Service will prevail.

## Resolving claims and disputes

You should file a complaint or dispute immediately if it meets all the conditions of this Policy. We are not liable for any loss or damage if the claim was not presented to us sooner, regardless of the affected capital amount.

You understand and agree that regardless of our best efforts to manage filed concerns, resolution may lead to delays or inadequacy if you do not comply accordingly.

Valid complaints and disputes will be analyzed while we look for the best solution to remedy the situation within 30 business days. Consequently, we will provide the best possible remedy to your claim, which you can act upon for settlement.

If the complaint or dispute involves a trading operation, we have the right to restrict access temporarily or indefinitely to your trading account to resolve your case appropriately.

If you file claims related to terminating your trading account, use of our Services, or other contracts with us, including canceling the Services entirely, you must still comply with the termination procedures indicated in our Terms of Services.

Above all, you hereby acknowledge that all forms of potentially harmful public statements are prohibited during the resolution period. Such statements include those intending extortion, exaction, and other threats to Direct Prime and its representatives.

While all kinds of intimidation to our representatives are legal grounds to end negotiations ultimately, we have the right to enforce financial liability to Clients for reputational damage. Accordingly, we can impose fees for defamation ranging from \$1,000.00 to \$500,000.00, depending on the severity of the violation.

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