



# **Complaints & Dispute Resolution Policy**

## 1. Complaints Policy

Our company has implemented an internal complaints procedure and policy to ensure that complaints are handled efficiently by the appropriate department. In order for us to promptly investigate and resolve any issues, clients are required to provide their full name, contact information, address, account number, and a detailed description of the complaint. All complaints must be submitted in writing and sent to our official email address at support@Silbertchain.com.

Clients are expected to refrain from making any public statements regarding their complaint for a period of 30 business days while we evaluate the issue. Failure to comply with this obligation will result in the client being held liable for reputational damages of \$100.00 USD per day, starting from the day of the violation. The total cumulative costs may amount to a maximum of \$10,000.00 USD.

For further details on how to submit complaints and resolve disputes, please refer to **section 13.3, Dispute Procedures**, in our company's Terms and Conditions.

## 2. Dispute Policy

Our company is committed to delivering services in the most effective and efficient manner, while upholding the highest standards of service excellence. The purpose of this policy is to ensure that any concerns raised by our clients are addressed promptly, fairly, and consistently.

In the event that a client wishes to file a dispute, it is imperative that they provide all necessary and complete information regarding the nature of the claim. This includes, but is not limited to, the client's account details, date and time of the incident, a detailed description of the dispute, and any other information requested by the company.

Clients must understand that a dispute will only be considered valid if it is directly related to or in connection with the terms and conditions outlined in the agreement. Disputes arising from client negligence or violation of our terms and conditions will not be entertained. The company also reserves the right to reject disputes stemming from misunderstandings or miscommunication.

In cases where the dispute involves a financial transaction, clients are required to provide their most recent bank statement for the relevant account.

If a claim is deemed invalid, the company will not proceed with any further action to address the concern.

Clients who suspect any discrepancies related to their trades must notify the company immediately. Such discrepancies may include, but are not limited to:

- Orders not being displayed
- Changes to order specifications
- Unexpected closure of intended ongoing positions
- Ongoing positions mistakenly displayed as closed

- Appearance of additional positions or orders, or unknown trades being displayed

SilbertChain Ltd's Complaints & Dispute Resolution Policy states that the Company will investigate any disputes within 30 business days, provided that the dispute is adequately documented. The Client must adhere to the guidelines for complaints when submitting disputes. Both the Client and the Company are expected to make every effort to resolve disputes in a fair and constructive manner. It is important to note that any threats or blackmail against the Company are strictly prohibited and may result in the termination of the business relationship between the parties.

In the event of a dispute over a trade warrant, the Company may consider reasonable recommendations and actions to limit the maximum amount at stake. However, the Company is not liable for any fluctuations or risks associated with the Client's trading account.

We are dedicated to resolving disputes in a timely and efficient manner, ensuring that our clients receive the highest level of service and support.

The Client is solely responsible for any failure to comply with the necessary procedures, regardless of the impact on their financial outcome.