Complaints Handling Procedure

FuryFortuna Ltd - Complaints Handling Procedure

Version 1.0 - Effective September 2026 - Supersedes all prior versions

1. Introduction & Objective

1.1 Commitment to Client Satisfaction

FuryFortuna Ltd ("FuryFortuna", "the Company", "we", "us") is dedicated to providing high-quality brokerage services. However, if a client ("Client", "you") experiences dissatisfaction with our services, platform performance, or account administration, we maintain a transparent, accessible, and structured Complaints Handling Procedure to ensure all grievances are investigated fairly and resolved promptly.

1.2 Legislative Alignment

This Procedure is formulated in accordance with standard international dispute resolution practices and the corporate laws of Saint Lucia.

2. Definition of a Formal Complaint

A Complaint is defined as an official expression of dissatisfaction submitted by a verified client concerning the provision of brokerage services, trading order execution, deposit/withdrawal processing, platform functionality, fee calculations, or contractual performance by FuryFortuna.

> Routine Support Inquiries
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> Note: General customer support queries, password reset requests, or routine trading inquiries are managed by Customer Support and do not constitute formal complaints unless escalated.

3. How to Submit a Formal Complaint

3.1 Submission Channel & Requirements

Formal complaints must be submitted in writing directly to the Compliance Department via email at:

Email: compliance@furyfortuna.com

3.2 Required Information

To enable a thorough investigation, your complaint submission must include:

1. Full Legal Name and registered Email Address.

2. FuryFortuna Trading Account Number.
3. Specific Date(s) and Time(s) of the disputed incident (in UTC/server time).
4. Disputed Position / Ticket Number(s) (if complaining about order execution).
5. Detailed summary of the grievance and actual financial loss claimed.
6. Supporting documentary evidence (e.g., screenshots, platform logs, account statements).

Complaints lacking essential account or transaction details may delay investigation.

4. Complaint Handling Timelines & Investigation Workflow

FuryFortuna enforces strict Service Level Agreements (SLAs) for managing complaints:

4.1 Step 1: Formal Acknowledgement

Within five (5) business days of receiving a complaint, the Compliance Department will send an email acknowledgement confirming receipt and providing a Unique Complaint Reference Number.

4.2 Step 2: Investigation & Review

The Compliance Officer will independently investigate the matter by examining trading server logs, price feed archives,

execution timestamps, communication records, and system data.

4.3 Step 3: Final Written Response

Within four (4) weeks (20 business days) of receiving the complaint, FuryFortuna will issue a Final Written Response setting out:

- The findings of the investigation.
- The Company's final decision and explanation.
- Any proposed remedial action or financial adjustment (where applicable).

> #### Extension Notice
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> Extension Notice: If exceptional complexity prevents completing the investigation within 4 weeks, Compliance will notify the Client in writing, providing an explanation for the delay and expected completion date.

5. Escalation & Unresolved Disputes

5.1 Internal Escalation to Chief Compliance Officer

If the Client disagrees with the initial complaint response, the Client may request an internal escalation to the Chief Compliance Officer (CCO) within 10 business days of receiving

the final response. The CCO will perform a final executive review.

5.2 Legal Jurisdiction

If a complaint cannot be resolved internally, the matter shall be governed exclusively by the courts of Saint Lucia or settled via binding commercial arbitration in Saint Lucia under the substantive laws of Saint Lucia, pursuant to Section 11 of our Client Terms & Conditions.

6. Record Retention & Dispute Administration Fees

6.1 Retention of Complaint Files

All complaint files, evidence, server logs, and correspondence are retained in secure compliance archives for a minimum period of seven (7) years from the date of resolution.

6.2 Dispute Administration Fees

> **Dispute Administration Fee Warning**
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> Warning: Initiating frivolous legal threats or unauthorized payment provider chargebacks without first exhausting this formal Complaints Handling Procedure violates our Client Terms & Conditions and incurs an administrative dispute recovery fee of $100 USD plus associated costs.