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## COMPLAINTS POLICY

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This Complaints Policy establishes a structured, transparent framework that allows clients of True Trade Pro Ltd (hereinafter referred to as "the Company") to voice any concerns or grievances regarding our services. Our commitment is to promptly address and fairly resolve complaints, strengthening client satisfaction and fostering continuous improvements in our services.

### 1. Objective and Purpose

This Complaints Policy aims to ensure that:

- Clients have a clear, accessible process to voice concerns.
- Complaints are managed with impartiality, professionalism, and respect.
- Corrective actions are implemented as needed to address and prevent recurring issues.
- Continuous improvement processes are fueled by client feedback, helping us provide a superior service experience.

By maintaining a structured and fair complaints process, we reinforce trust with our clients and demonstrate our commitment to transparent and accountable business practices.

### 2. Scope of Policy

This policy applies to all clients of the Company and encompasses all areas of service, ensuring that no complaint goes unheard. The scope includes, but is not limited to:

- **Trading Operations:** Issues relating to trade execution (e.g., order delays, unexpected slippage), order processing, discrepancies in confirmations, and any other operational challenges.
- **Account Management:** Concerns about account balances, delays or issues in processing deposits or withdrawals, account access difficulties, and account status inquiries.
- **Customer Service Interactions:** Feedback on the effectiveness, professionalism, and response time of customer support services, as well as the clarity and accuracy of information provided.
- **Policy and Procedure Compliance:** Feedback on the fairness, clarity, or application of the Company's policies and any grievances regarding perceived policy inconsistencies.
- **Platform and Website Usability:** Concerns related to the functionality, stability, or reliability of our trading platform, website, and other online services.
- **Client Experience:** Broader issues that affect overall client satisfaction, including accessibility, communication quality, and service efficiency.

### 3. Definition of a Complaint

A **complaint** is defined as any expression of dissatisfaction by a client regarding the Company's services. This includes but is not limited to:

- **Service Delays:** Instances of slow response or delay in executing trades, processing withdrawals, or replying to client inquiries.
- **Trade Execution Errors:** Errors where trades do not align with client instructions or are executed incorrectly, affecting client outcomes.
- **Miscommunication and Information Gaps:** Situations where clients feel the provided information is misleading, insufficient, or incorrect.
- **Customer Service Concerns:** Instances where clients feel customer service did not meet expected standards of professionalism or effectiveness.
- **Policy and Procedure Concerns:** Disputes regarding specific Company policies, their application, or perceived unfairness or inconsistency in enforcement.
- **Technical Challenges:** Issues related to access, performance, or usability of our trading platform or website.
- **Other Client Concerns:** Any other issues that impact client satisfaction and experience, including accessibility, inclusivity, and service reliability.

### 4. Complaint Submission Process

Clients may submit complaints through the following avenues:

#### 4.1 Email

Clients are encouraged to submit complaints via **complaints@ttprofx.com**. To help expedite resolution, please include:

- **Account Details:** Relevant client identification and account number to verify your status.
- **Complaint Description:** A detailed, comprehensive description of the issue, including specifics such as dates, times, and names of any individuals involved.
- **Documentation:** Relevant supporting documentation, such as trade confirmations, transaction records, email correspondences, or screenshots.

#### 4.2 Phone

For immediate assistance, clients may call **+6087 584 783** or **+6019 650 8002** during business hours. Our customer service representatives are trained to document complaint details and ensure accuracy in capturing all relevant information.

#### 4.3 Written Correspondence

Clients who prefer formal documentation may submit written complaints. A mailing address will be provided upon request. This option may be suitable for clients seeking a more official, documented approach.

### 5. Information Required for Complaints

Providing accurate and detailed information helps us resolve complaints more efficiently. We request that clients include the following in their complaint submission:

- **Client Identification:** Full name, contact information, and account number (if applicable).
- **Description of Complaint:** A comprehensive outline of the issue, including background information and any specific dates or times relevant to the complaint.
- **Supporting Evidence:** Any additional documents or evidence, such as transaction receipts, emails, screenshots, or trade records, that may clarify the complaint.

## 6. Acknowledgment of Complaint

Once a complaint is received, the Company will acknowledge receipt within three (3) business days, providing:

- **Reference Number:** A unique identifier assigned to the complaint, allowing clients to track progress.
- **Initial Response:** Information about the initial assessment and investigation steps, as well as contact details for the representative handling the complaint.
- **Estimated Timeline:** An estimate of when clients can expect a formal response and any interim updates if necessary.

## 7. Investigation Process

Each complaint will be investigated promptly, thoroughly, and impartially, with the following steps:

- **Document Review:** Analysis of all related documentation, including trade records, client communications, and account history, to ensure a complete understanding of the issue.
- **Team Consultations:** Engaging with relevant Company personnel involved in the complaint, if applicable, to gather insights and clarifications.
- **Client Communication:** In cases where additional information is required, the client may be contacted to provide further details. Our team aims to maintain open and respectful communication throughout the investigation process.

Our target is to complete investigations and provide a resolution within fourteen (14) business days. Should further time be necessary due to complexity, clients will be informed of the reasons for the delay and provided with an updated resolution timeline.

## 8. Resolution of Complaints

After a thorough investigation, the Company will provide the client with a response that may include:

- **Confirmation of Complaint Validity:** If the complaint is upheld, a detailed description of corrective actions and measures to prevent recurrence will be provided.
- **Explanation if Not Upheld:** If the complaint cannot be validated, we will provide a clear explanation with reference to relevant policies or procedures.
- **Actions Taken:** Detailed information about any adjustments or process changes implemented as a result of the complaint to enhance service quality and operational efficiency.

## 9. Complaint Escalation Process

If a client is dissatisfied with the resolution provided, they may escalate the complaint by:

- **Requesting a Senior Management Review:** Clients can request a review from a senior manager who will assess the resolution process and the outcomes provided.

- **Submitting Additional Information:** If new evidence or details arise, clients are encouraged to submit this information for further consideration.

## 10. Record Keeping and Analysis

The Company will maintain comprehensive records of all complaints, including the nature of the complaint, investigation steps, resolution outcomes, and client feedback. These records serve multiple purposes:

- **Trend Identification:** Analyzing complaint trends to identify common issues and areas for improvement.
- **Quality Assurance:** Enhancing service quality and identifying opportunities for team training and procedural refinement.

## 11. Continuous Improvement

True Trade Pro Ltd is dedicated to learning from every complaint to foster a culture of improvement and excellence. Complaint data is regularly reviewed, and insights gained are applied to inform strategic changes, service enhancements, and staff training programs.

## 12. Confidentiality and Data Protection

The Company is committed to maintaining the confidentiality of all complaints. Client information will not be disclosed to third parties without explicit consent, except where legally required. We are compliant with applicable data protection regulations, ensuring that all client data is handled securely and responsibly.

## 13. Contact Information

For any questions regarding this Complaints Policy or to lodge a complaint, clients can reach us through the following:

- **Complaints Email:** [complaints@ttrprofx.com](mailto:complaints@ttrprofx.com)
- **Support Email:** [support@ttrprofx.com](mailto:support@ttrprofx.com)
- **Phone:** +6087 584 783 / +6019 650 8002

Our team is available to provide further guidance and assistance in submitting and tracking complaints.

## 14. Policy Review and Updates

This Complaints Policy is reviewed annually or as required to maintain compliance with regulatory standards and to reflect the Company's commitment to high service quality. The latest version of the policy will always be accessible on our website, and clients will be notified of any significant updates.