

# Complaints Handling Policy

## 1. Scope

Rage Markets is committed to maintaining an effective, transparent, and fair complaints management process. This **Complaints Handling Policy** outlines how we address and resolve client complaints promptly and objectively, and the steps clients must follow to submit a formal query, issue, or complaint.

This policy is reviewed annually or as necessary to ensure ongoing compliance and effectiveness.

## 2. Initial Submission

If you have a question, concern, or issue regarding our services, we recommend contacting our **Customer Support** team through one of our official channels:

- Email: [support@ragemarkets.com](mailto:support@ragemarkets.com)
- Live chat via our website
- Telephone
- Within your Personal Area (secure login)

Your issue may be referred to the appropriate department for further review and resolution. We aim to resolve all inquiries within **3–5 business days**. If more time is needed, we will send a written update and advise when you can expect a final response.

**Note:** Communications with Rage Markets representatives via non-official platforms are not recognized as valid complaint submissions.

If you're not satisfied with the resolution at this stage, you may escalate your complaint formally as outlined below.

## 3. Escalation

If the initial response does not resolve your concern, you may submit a formal complaint by emailing:

**[formal.complaints@ragemarkets.com](mailto:formal.complaints@ragemarkets.com)**

Include accurate, complete, and honest details. We may request further clarification or documents if necessary. Incomplete submissions may be returned for correction.

Formal complaints are reviewed by our **Compliance Department**, separate from those who initially handled your query, to ensure an impartial assessment.

- Within **2 working days**, we will acknowledge receipt and assign a reference number.
- We will aim to provide a final response within **10 working days**.
- If more time is needed, we will update you in writing. In complex cases, a response will be provided within **21 business days**, and in extreme cases, the process may extend to **90 business days**.

Once our Compliance Department issues a **Final Response**, the matter is considered closed within the company.

The Final Response will be provided in English (or French/Creole upon request) and will include:

- A summary of the complaint
- Key issues considered
- Outcome of the investigation
- Any proposed remedy and response deadline
- Your right to escalate to a regulatory authority, if applicable
- Contact details of the relevant authority

## 4. General Provisions

- Be clear, factual, and professional in your complaint submission. Include proposed resolutions where possible.
- We may require additional documents, identity verification, or cooperation. Delays in responding may pause or close the investigation.
- Submit complaints promptly. Delays may complicate resolution.
- A formal **Response** may be:
  - Acceptance and remedy
  - Goodwill gesture
  - Rejection with justification

Further clarifications may be provided upon request. A matter is considered resolved once we've issued a response and/or clarification.

- Rage Markets may request a formal withdrawal or additional steps to close or reimburse your case.
- A complaint may be considered closed if:

- No further action is required
- The matter is mutually resolved
- The client fails to respond or verify identity
- No dissatisfaction is expressed within a reasonable time
- Only the account holder may submit a complaint. Authorized representatives may do so with proper written authorization.

Complaints already under legal review or filed with courts/dispute bodies are excluded from this process.

## Conduct and Communication

We expect all communication to be respectful. Rage Markets reserves the right to take disciplinary action, including account suspension or termination, if a client:

- Harasses or threatens staff
- Repeats submissions unnecessarily
- Uses inappropriate, offensive, or threatening language

We also reserve the right to dismiss complaints that:

- Violate our policies or client agreement
- Are expressed inappropriately
- Are clearly baseless, frivolous, or vexatious

## External Complaint Escalation

If you remain dissatisfied after receiving our Final Response, you may escalate the complaint to:

- An independent dispute resolution body (if applicable), or
- The **Financial Services Authority (FSA)** in Seychelles:  
<https://fsaseychelles.sc>

Note: The FSA may require proof that you've attempted to resolve the matter with us first.

This does **not** affect your right to seek legal action or further remedies.

## Confidentiality & Conflict of Interest

We maintain strict confidentiality throughout the complaints process. All data, communications, and documents are handled securely and discreetly.

Potential conflicts of interest are actively managed. Staff involved in complaint resolution operate independently, and if needed, complaints are reassigned to ensure impartiality.

## **5. Terms and Definitions**

### **Complaint**

An expression of dissatisfaction with a product, service, or representative of Rage Markets, where a response is expected.

### **Frivolous Complaint**

A complaint lacking serious purpose or merit.

### **Vexatious Complaint**

A complaint submitted with intent to harass, cause inconvenience, or without grounds.

### **Grossly Complicated Complaint**

A highly complex complaint involving multiple parties, extensive documentation, or significant investigative effort.