ThinkMarkets is the trading name of the
TF Global Markets group of companies

THINKMARKETS GROUP

Complaint Handling Policy

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Contact

compliance@thinkmarkets.com
www.thinkmarkets.com

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ThinkMarkets is a registered trademark of the group, that operates among various entities such as TF Global Markets Int Limited, Think Capital Limited and TF Global Markets (STL) Limited.

Complaint handling policy

TF Global Markets Int Ltd (hereinafter the "Company") aims to provide superior services to all of its Clients.

The Company has appointed a Compliance Officer to efficiently handle any complaints from the Clients. This is to allow the Company to resolve and apply mandatory measures to avoid any recurring issues.

Definition
The Company classifies a complaint as any objection and/or dissatisfaction that the Client may have with regards to the provision of the services provided by the Company. A complaint form is enclosed at the end of this policy.

Procedure
The Compliance Officer shall be responsible for handling Client complaints, except in the case where the complaint involves the Compliance Officer, whereby the complaint shall be handled by the Representative Officer.

The Client may register a complaint by completing the complaint form using any of the following options:

- Email: compliance@thinkmarkets.com
- Postal Address: TF Global Markets Int Ltd
  CT House, Office 9B
  Providence, Mahe
  Seychelles

1. When the Compliance Officer receives the Client's complaint then a written acknowledgement will be sent to the Client within 7 business days;

2. The Company will attempt a final response within 30 business days, however in case we are still not in a position to resolve the issue then the Compliance Officer will notify the complainant in writing stating the reasons for the delay and indicate an estimated time to resolve the issue;
3. A final response should be provided to the Client within 60 business days the latest from the date the complaint was submitted;

4. In the case where the complainant is still not satisfied with the Company's final response, then the complainant can refer his complaint with a copy of the Company's final response to the Financial Services Authority (FSA) in Seychelles for further examination.

The contact details for the Financial Services Authority (FSA) in Seychelles are set out below:

Address:	PO Box 991 Bois de Rose Avenue Roche Caiman Victoria, Mahe, Republic of Seychelles
Phone:	(+248) 438 08 00
Fax:	(+248) 438 08 88
Website:	http://fsaseychelles.sc/index.php/contact-us

Client Records
The Client should provide all relevant documentations as well as any additional information requested by the Compliance Officer in order to ensure all records are collected and the complaint is properly resolved on time.

All records will be kept safe as per local requirements and for a period of seven (7) years.

[The complaint form can be found in the next page]

ThinkMarkets

Complaint Form

A. **Client Information:**

Name:	Account Number:
Address:	Telephone Number:

B. **Brief Summary of the Complaint:**

Please describe the product or service you are complaining about (*description, evidence, amount and suggested way to be solved):*

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

- *Please enclose any other relevant documentation that may help us to handle the complaint.*
- *Possible documentation to be provided (client statement, correspondence with the Company as well as any other supporting documentation to be requested by the Compliance Officer which is relevant to the Client's complaint)*

_____ _____

Date and place Client Signature

For internal use only:	
Complaint Received By:	Date:
Acknowledgement sent to Client:	□ Yes - □ No
Informed Client of initial action:	□ Yes - □ No
Final response provided to Client:	□ Yes - □ No
Holding response provided to Client:	□ Yes - □ No - □ N/A
Signature of Compliance Officer:	Date: