

Smarttool Trading SC Limited – COMPLAINTS PROCEDURE FOR CLIENTS

We, Smarttool Trading SC Limited (hereinafter, the “Company”), have adopted this Complaints Procedure in order to ensure a fair and quick process for handling complaints that may arise from our relationship.

1. Submitting your Complaint

In order to submit a complaint to the Company, you are kindly requested to complete and submit the **Complaint Form** of the Company (click the button below). Please note that the Company may not accept complaints submitted to it by any other mean/method (i.e. telephone, etc.).

To submit a complaint, please follow the complaint procedure found below.

Once you successfully complete and email your complaint, the Company shall handle and investigate your complaint.

2. Acknowledging your Complaint

We will acknowledge receipt of your complaint within five (5) business days from the receipt of your complaint.

3. Handling of your Complaint

Once we acknowledge receipt of your complaint we will review it carefully, investigate the circumstances surrounding your complaint and will try to resolve it without undue delay. We shall make every effort to investigate your complaint and provide you with the outcome of our investigation within two (2) months from the date you have submitted your complaint to us. During the investigation process we will keep you updated of the handling process of your complaint. One of our officers may contact you directly (including communication by email or phone) in order to obtain, where needed, further clarifications and information relating to your complaint. We will require your full cooperation in order to expedite the investigation and possible resolution of your complaint.

In the event that your complaint requires further investigation and we cannot resolve it within two (2) months, we will issue a holding response in writing or other durable medium. When a holding response is sent, it will indicate the causes of the delay and when the Company’s investigation is likely to be completed. In any event, we shall provide you with the outcome of our investigation no later than one (1) month from the issuing of the holding response, depending on the complexity of the case and your cooperation. Please note that the Company shall consider your complaint as closed and cease the relevant investigation in case you fail to respond to our officers within the period of three (3) months from the date of the submission of your complaint.

4. Final Decision

When we reach an outcome, we will inform you of it together with an explanation of our position and any remedy measures we intend to take (if applicable). It is understood that your right to take legal action remains unaffected by the existence or use of any complaints procedures referred to above.

Complaints Procedure for Clients

These are the questions you need to answer if you wish to submit your complaint to Smarttool Trading SC Limited. For help to fill in this form, please [speak to one of our Customer Support representatives](#).

Please answer the questions and email them to **support@axiainvestments.com**. Please note that Smarttool Trading SC Limited cannot accept complaints submitted to it by any other mean/method (i.e. telephone, etc.).

Complete, up-to-date as well as accurate information is required to be provided to Smarttool Trading SC Limited for the proper investigation and evaluation of your complaint. Please note that the below Complaint Form is only indicative and not exhaustive. Smarttool Trading SC Limited may request further information and/or clarifications and/or evidence as regards your complaint. Moreover, Smarttool Trading SC Limited may request from you to re-submit a new Complaint Form in case it considers that you have incorrectly and/or falsely completed your Complaint Form.

Smarttool Trading SC Limited will try to resolve your complaint on the basis of good faith, fairness and by taking such action as is consistent with market practice.

Axia Investments Client Complaint Form

Part I. Client Details

Questions marked with an asterisk (*) are mandatory.

1. Title*

Mr/Mrs/Ms

2. First Name*

3. Last Name *

4. ID or Passport Number *

5. Nationality *

6. Mobile Phone Number *

(Include country code)

7. Home / Work Phone Number *

8. Email Address *

Please, enter your email

9. Residential Address *

Address _____

City _____

State/Province _____

ZIP/Postal Code _____

Country _____

Part II. Complaint Details

10. Brand Name _____

11. Username / Account Number of Account Held with the Company (Axia Investments) *

12. Please provide below the name(s) of the contact person(s) of Smarttool Trading SC Limited at the time of your complaint.

Contact Person *

Contact Person's Email *

Additional Contact's Name

Additional Contact's Email

13. Please provide a Summary of your complaint in the space provided below. Please try to justify the disputed amount and/or to include details that will facilitate the Company in investigating your complaint. *

14. When did the issue you are complaining about take place? *

Please enter the date

MM/DD/YYYY

15. When did you first notice that there might be a problem? *

Please enter the date

MM/DD/YYYY

16. Have you communicated your complaint to Smarttool Trading SC Limited and/or its associates? *

Yes/No

If your answer to question 16 above is YES, then please state the date you first informed Smarttool Trading SC Limited and/or its associates of your complaint and the name of the person you discussed your complaint with:

17. Please Enter the Date

MM/DD/YYYY

18. Smarttool Trading SC Ltd. Representative's Name

Please, enter the Smarttool Trading SC Ltd. representative's name

19. Smarttool Trading SC Ltd. Representative's Email

Please, enter the Smarttool Trading SC Ltd. representative's email

20. Method of Communication

Email/Live Chat/Phone/Other

21. Have you reported your complaint to any authority? *

Yes/No

22. If you answered Yes to #21, which financial authority have you contacted?

Please attach together with this form any supporting evidence to your claim that will facilitate the Company's investigation of your complaint. Supporting evidence may consist of any documentation (screenshots, chats, phone records etc) relevant to the complaint.

Additional Information

23. I hereby certify and confirm that to the best of my knowledge, the information furnished above is true, accurate, correct and complete. *

I confirm

I acknowledge that Smarttool Trading SC Ltd. will give proper notification about your complaint within five (5) days from the receipt of your complaint and provide you the unique reference number. The unique reference number should be used in all your future contact with the Company, the Financial Ombudsman and/or FSA regarding the specific complaint. We shall make every effort to investigate your complaint and provide you with the outcome of our investigation within two (2) months from today. In case additional information is required, you shall be contacted by one of our officers. Please note that in order to expedite the investigation we require/request your full cooperation. Please refer to the "Complaints Procedures for Clients" page for further details on the issue. *

I confirm