

COMPLAINTS HANDLING POLICY

1. SCOPE

1.1 FXB Markets operated by G2 PRIME LTD (the “**Company**”) has established, implements and maintains an effective and transparent complaint handling policy and procedure for the prompt handling of Clients’ queries, issues and complaints.

1.2 This Complaints Handling Policy (the “**Policy**”) sets out the process adopted by the Company for the fair and prompt handling of queries, issues, and complaints received from its Clients and the process that Clients need to follow in order to submit a query, issue or complaint to the Company.

2. ENQUIRIES

2.1 If you have any query or issue related to our Services, we strongly recommend reaching out to our Customer Support team initially. You can contact Customer support through our official communication channels, such as e-mail support@fxbmarkets.com or by a phone call. Depending on the specific nature of your query or issue, if deemed necessary, the Customer Support may refer it to the appropriate function for efficient review and resolution.

2.2. The Company will try to resolve your query or issue immediately. If your query or issue cannot be resolved immediately, we remain committed to addressing and resolving it in a prompt manner (*usually within 3-7 business days*). If additional time is required, we will issue a holding response in writing and we will indicate when we make further contact to inform you of the investigation process and outcome.

2.3 If the Response provided at this stage doesn't meet your satisfaction, you have the option to escalate the matter using the procedure outlined in more detail below.

3. SUBMISSION

3.1 Further to the above, any Client who is not satisfied with the Response received and would like to escalate the matter further, they may complete and submit the Complaint Form electronically (the “**Form**”) by sending it to email complaint@fxbmarkets.com. The Form can be found in the Clients Portal.

3.2 The Form must be filled out truthfully, completely and accurately. The information required through the Form is indicative and additional information and/or clarification and/or evidence may be requested. We may request from you to submit a new Form if we consider that you have falsely and/or incorrectly and/or insufficiently completed the Form.

3.3 The forms will undergo review by different functions, separate from the ones that initially dealt with your query, issue or complaint, as and where applicable. This is done to make sure a fair evaluation of the matter.

3.4 We will acknowledge upon receipt of your complaint within five (5) business days from the day we received your complaint.

4. HANDLING OF YOUR COMPLAINT

4.1 Once we acknowledge upon receipt of your complaint, we will review it carefully, investigate the circumstances surrounding your complaint and will try to resolve it without undue delay.

4.2 We shall make every effort to investigate your complaint and provide you with the outcome of our investigation within two (3) months from the date you have submitted your complaint to us. During the investigation process 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 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.

4.3 In the event that your complaint requires further investigation, and we cannot resolve it within two (3) months, we will issue a holding response in writing or in another 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 (2) month from the issuing of the holding response, depending on the complexity of the case and your cooperation.

5. FINAL DECISION

5.1 You will be informed on the Company's final decision in respect to your official complaint and you will receive an explanation of the outcome. The Company will suggest remedial measures that it intends to take, which they will lead to a mutual adequate result (if possible).

6. GENERAL PROVISIONS

6.1. When drafting your query, issue or complaint, it's crucial to be clear and concise. Begin with a brief introduction of the matter in question providing specific details in an organized paragraph. Think about the resolution you desire and, if possible, suggest a solution. Maintain a formal and professional tone, focusing on facts.

6.2 At any given time during the handling process of queries, issues and complaints we may require you to provide us additional information and documentation (including but not limited to your secret investor password and/or updated due diligence documentation and/or other registration data, etc.) and your full cooperation is required in order to finalize our investigation. We may extend the investigation timeframe, or put the matter on hold, or consider the matter as closed if you have failed to respond adequately and/or within a reasonable timeframe or within the timeframe we may have indicated and/or if your profile is not fully verified as per the requests of the Company.

Depending on your response and the nature of the matter, we may resume the handling process or request for you to resubmit your query or complaint.

6.3 We strongly recommend that you submit your query, issue or complaint within a reasonable timeframe from the occurrence of the matter or incident. Delaying this process may complicate the review, and it may necessitate additional time. Please be aware that the company will make every effort to address all matters, but it may choose not to attend to a matter if it has become too outdated, such as exceeding a one-year timeframe, considering also the information at hand.

6.4 A Response is a written reply from the Company that can take one of the following forms:

- (a) Acceptance of the issue or complaint and, when applicable, an offer of redress (redress may not necessarily involve financial compensation; it could be as simple as an apology).
- (b) Offer of redress with or without accepting the issue or complaint, as a goodwill gesture, in line with the Company's policy for amicable complaint resolution.
- (c) Rejection of the complaint with an explanation for the decision.

6.5 Additional explanations regarding the Response can be furnished upon the Client's subsequent request. A case will be considered resolved, settled, or closed when the Company has provided a written Response and/or further clarifications on the Response to the Client.

6.6 The Company may ask for a written withdrawal of the matter in question and/or request that you take any other reasonable actions to expedite the reimbursement/closure process.

6.7 The Company reserves the right to consider the matter in question as closed under the following circumstances, *among others*:

- (a) When it is determined that neither the Client nor the Company requires further action after the Response has been issued.
- (b) When the matter has been mutually resolved.
- (c) When the Client fails to respond promptly and adequately to the Company's inquiries and requests.
- (d) When the Company has provided a substantive Response, and the Client has not indicated dissatisfaction with the Response or provided relevant supporting information within a reasonable timeframe.
- (e) When the Client fails to comply with the Company's verification requests.

6.8 The submission of a query, issue or complaint is restricted to the owner of the account for which the matter relates to. We may accept issues brought by third parties (e.g. lawyers) acting on behalf of Client ("Authorized Representatives"), as long as the Client has authorized in writing the third party and provides this authorisation as evidence to the Company.

6.9 The present Policy, including the procedures and timeframes included herewith, may not be applied in circumstances where a Client and/or his Authorized Representative has taken legal action and/or has escalated the matter to the court and/or any dispute resolution service or similar.

6.10 If a Client engages in spamming activities such as incessant communication with employees during an ongoing investigation or after receiving a Response, including a Final Response, submits the electronic Form multiple times, or demonstrates hostility towards employees, the Company

retains the right to pursue any action specified in the Client Agreement such as without limitation consider this as an Event of Default that may encompass blockage of Client's accounts or termination of the Client Agreement. These measures are deemed necessary to uphold a respectful and conducive environment for all parties concerned.

6.11 We reserve the right to dismiss a query or complaint which does not comply with the present Policy and/or the Client did not comply with the provisions of the Client Agreement and/or the matter is not expressed accurately and/or it comprises obscene/rude words and/or includes offensive language, swear words, affective appraisal of the disputable matter and/or insults or threatens Exness or its representatives.

6.12 It is understood that the Client's right to take any other action, including legal proceedings, remains unaffected by the existence or use of any procedures referred to above.

6.13 This Policy should be read in conjunction with the Client Agreement, the terms of Business and the Privacy Notice as these can be found on our website.

7. AMMENDMENT OF THIS POLICY

The Company reserves the right to review and/or amend its Procedure and arrangements whenever deems this appropriate according to any future regulatory requirements, guidelines and industry standards. Updates may be made as necessary to reflect changes in the law, organizational requirements, or best practices in disciplinary procedures.