TACTOFX COMPLAINT HANDLING PROCEDURE

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1. INTRODUCTION

1.1 Purpose of This Complaint Handling Procedure

This Complaint Handling Procedure outlines the policies, standards, processes, and operational steps implemented by TactoFX for receiving, reviewing, investigating, managing, and resolving client complaints, disputes, concerns, and formal grievances.

The purpose of this Procedure is to ensure that all complaints are handled:

- fairly;
- professionally;
- transparently;
- consistently;
- efficiently;
- and within reasonable timeframes.

TactoFX is committed to maintaining high standards of customer service, operational integrity, compliance oversight, and fair treatment of all Clients.

This Procedure explains:

- how Clients may submit complaints;
- what information should be included;
- how investigations are conducted;
- how disputes are reviewed by compliance personnel;
- and how resolutions are communicated.

1.2 Commitment to Fair Resolution

TactoFX recognizes the importance of resolving concerns professionally and objectively.

The Company seeks to:

- investigate complaints impartially;
- maintain transparent communication;

review all available evidence;
and provide reasonable responses based on internal findings and applicable operational procedures.

The Company aims to resolve complaints in a timely manner while ensuring that all relevant information is reviewed appropriately.

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2. SCOPE OF THIS PROCEDURE

2.1 Complaints Covered

This Procedure applies to complaints relating to:

account management;
deposits and withdrawals;
order execution;
spreads and pricing;
slippage;
platform functionality;
trading disputes;
technical issues;
promotional activities;
partner conduct;
customer support interactions;
compliance procedures;
privacy concerns;
and operational services provided by TactoFX.

2.2 Eligible Complainants

Complaints may be submitted by:

registered Clients;
former Clients;
prospective Clients;
Partners;
affiliates;
or authorized representatives acting on behalf of Clients.

The Company may request identity verification before processing certain complaints.

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3. HOW TO SUBMIT A COMPLAINT

3.1 Complaint Submission Channels

Clients may submit complaints through official TactoFX communication channels including:

a) Email

compliance@tactofx.com

b) Support Department

support@tactofx.com

c) Official Website Contact Forms

Available through the TactoFX website.

d) Client Portal

Where applicable, complaints may be submitted through secure account portals.

3.2 Information Required for Complaint Submission

To help facilitate investigations, Clients should provide:

- full name;
- account number;
- registered email address;
- contact information;
- detailed description of the complaint;
- relevant dates and times;
- transaction or trade identifiers;
- screenshots or supporting documents;
- and details of the requested resolution.

Incomplete information may delay investigations.

3.3 Language of Complaints

Complaints should preferably be submitted in English or another language supported by TactoFX customer service operations.

Translation delays may impact response timelines.

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4. COMPLAINT CLASSIFICATION

4.1 Types of Complaints

Complaints may be categorized based on subject matter including:

a) Trading Complaints

Relating to execution, pricing, slippage, swaps, spreads, or market conditions.

b) Financial Complaints

Relating to deposits, withdrawals, fees, or payment processing.

c) Technical Complaints

Relating to platform functionality, connectivity, software issues, or account access.

d) Compliance Complaints

Relating to KYC, AML, verification, or account restrictions.

e) Conduct Complaints

Relating to employee behaviour, partner conduct, or customer service interactions.

f) Marketing Complaints

Relating to promotions, advertisements, or affiliate activities.

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5. COMPLAINT HANDLING PROCESS

5.1 Initial Acknowledgement

Upon receipt of a complaint, TactoFX may issue an acknowledgement confirming that the complaint has been received.

Acknowledgements may include:

reference numbers;
estimated review timelines;
requests for additional information;
and assigned departments.

5.2 Preliminary Review

The Company may conduct an initial review to determine:

the nature of the complaint;
the relevant department involved;
urgency level;
potential compliance implications;
and whether additional information is required.

5.3 Assignment to Relevant Department

Complaints may be assigned to relevant departments including:

compliance;
finance;
dealing desk;
technical support;
operations;
legal;
or management teams.

Specialized personnel may participate depending on the subject matter.

5.4 Investigation Procedures

Investigations may involve review of:

account records;
communication logs;
trading activity;
platform data;
execution records;
transaction history;
internal notes;
server logs;

and operational systems.

The Company may also review:

pricing feeds;
liquidity provider information;
market conditions;
and technological infrastructure data.

5.5 Requests for Additional Information

TactoFX may request additional information or documentation including:

screenshots;
bank confirmations;
transaction receipts;
device information;
identity documents;
or communication records.

Failure to provide requested information may impact investigation outcomes.

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6. TRADING-RELATED DISPUTES

6.1 Order Execution Complaints

Complaints involving:

slippage;
spreads;
rejected orders;
delayed execution;
stop-loss execution;
or pricing disputes

may require detailed technical review.

The Company may analyze:

execution timestamps;
market liquidity;
pricing data;

volatility conditions;
and order routing information.

6.2 Market Volatility Considerations

Clients acknowledge that certain execution outcomes may result from legitimate market conditions including:

volatility;
low liquidity;
economic announcements;
market gaps;
and extraordinary events.

Not all unfavorable trading outcomes constitute operational errors.

6.3 Platform and Connectivity Issues

Investigations involving technical complaints may include analysis of:

internet connectivity;
server performance;
platform logs;
device compatibility;
and third-party infrastructure performance.

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7. FINANCIAL DISPUTES

7.1 Deposit Investigations

Deposit-related investigations may involve review of:

banking confirmations;
payment processor records;
blockchain records;
transaction identifiers;
and financial institution responses.

Processing delays may occur due to:

banking procedures;
compliance reviews;
holidays;
or third-party verification requirements.

7.2 Withdrawal Complaints

Withdrawal complaints may require review of:

account verification status;
source-of-funds documentation;
compliance checks;
banking details;
and transaction approvals.

The Company may temporarily delay withdrawals where:

fraud risks exist;
suspicious activity is identified;
regulatory obligations apply;
or verification procedures remain incomplete.

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8. COMPLIANCE REVIEW PROCEDURES

8.1 Independent Compliance Oversight

Certain complaints may be escalated to compliance personnel for independent review.

Compliance teams may evaluate:

fairness of procedures;
adherence to internal policies;
regulatory obligations;
operational conduct;
and potential conflicts of interest.

8.2 Escalation Procedures

Where appropriate, complaints may be escalated to:

senior management;
compliance officers;
legal advisors;
or executive review committees.

Escalation may occur in cases involving:

significant financial disputes;
regulatory concerns;
reputational risks;
or unresolved complaints.

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9. RESPONSE TIMEFRAMES

9.1 Standard Response Objectives

TactoFX seeks to respond to complaints within commercially reasonable timeframes.

Response times may vary depending on:

complaint complexity;
technical requirements;
regulatory obligations;
availability of information;
and third-party involvement.

9.2 Delays in Resolution

Complex investigations may require additional time particularly where:

multiple departments are involved;
technical reviews are necessary;
banking institutions participate;
or external records must be obtained.

The Company may provide status updates during extended investigations.

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10. RESOLUTION OF COMPLAINTS

10.1 Resolution Outcomes

Complaint outcomes may include:

- clarification of operational procedures;
- technical explanations;
- corrective actions;
- goodwill adjustments;
- policy enforcement;
- account actions;
- or rejection of unsupported claims.

10.2 Communication of Decisions

Final decisions may be communicated through:

- email;
- support tickets;
- official letters;
- or secure client portal notifications.

Responses may include:

- investigation summaries;
- supporting findings;
- applicable policies;
- and final determinations.

10.3 Goodwill Adjustments

In certain circumstances, TactoFX may provide discretionary goodwill adjustments without admitting liability.

Such actions remain solely at the Company’s discretion.

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11. CLIENT RESPONSIBILITIES

11.1 Accurate Information

Clients are responsible for providing accurate and complete information during investigations.

False, misleading, abusive, or fraudulent complaints may result in:

complaint rejection;
account restrictions;
suspension;
or termination of services.

11.2 Cooperation During Investigations

Clients are expected to cooperate reasonably during investigations by:

responding to requests;
providing documentation;
and maintaining professional communication.

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12. RECORD KEEPING

12.1 Maintenance of Complaint Records

TactoFX may maintain records relating to:

complaints received;
investigations conducted;
correspondence;
evidence reviewed;
and final resolutions.

12.2 Retention Periods

Records may be retained for periods considered reasonably necessary for:

compliance purposes;
legal obligations;
dispute resolution;
operational analysis;
and regulatory requirements.

13. CONFIDENTIALITY

13.1 Confidential Handling

Complaints and investigations may be handled confidentially to the extent reasonably practicable and legally permissible.

Information may only be shared with:

- authorized personnel;
- compliance teams;
- legal advisors;
- regulators;
- or relevant operational departments.

13.2 Data Protection

Client information processed during investigations may be handled in accordance with TactoFX privacy and data protection procedures.

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14. EXTERNAL DISPUTE OPTIONS

14.1 Regulatory Authorities

Where applicable and legally permitted, Clients may have the right to escalate disputes to relevant:

- regulatory authorities;
- financial ombudsman services;
- arbitration bodies;
- or dispute resolution organizations.

Availability of external remedies depends on jurisdiction and regulatory structure.

14.2 Legal Proceedings

Nothing in this Procedure prevents either party from pursuing legal remedies where permitted by applicable law.

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15. LIMITATIONS

15.1 No Guarantee of Specific Outcome

Submission of a complaint does not guarantee:

- compensation;
- reimbursement;
- reversal of losses;
- or favorable outcomes.

All complaints are reviewed according to available evidence, internal procedures, and applicable operational standards.

15.2 Market Risk Acknowledgement

Clients acknowledge that trading losses may result from legitimate market conditions including:

- volatility;
- slippage;
- liquidity shortages;
- market gaps;
- and economic events.

Not all trading losses result from operational failures.

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16. POLICY REVIEWS AND AMENDMENTS

TactoFX reserves the right to amend, update, modify, or replace this Complaint Handling Procedure at any time.

Updated versions become effective upon publication on the official website.

Continued use of TactoFX services constitutes acceptance of revised terms.

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17. CONTACT INFORMATION

For complaints, concerns, or dispute-related inquiries, Clients may contact:

TactoFX Compliance Department

Email:
Support:
Website: www.tactofx.com

FINAL STATEMENT

TactoFX is committed to maintaining professional standards, operational transparency, fair treatment, and responsible complaint management procedures.

The Company seeks to investigate complaints objectively, communicate transparently, and implement commercially reasonable processes designed to resolve disputes fairly and efficiently while maintaining compliance, operational integrity, and client confidence.