

COMPLAINT HANDLING PROCEDURES

Our complaints policy

We are committed to providing a high-quality service to all of our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Our complaints procedure

If you have a complaint, please contact us in the first instance at:

Complaints
Inbase Holding Limited
815 Major Mackenzie E Dr,
12-258, Richmond Hill,
L4C9X2, Ontario, Canada,
Info@inbasetrader.com

What will happen next?

- We will send you an acknowledgement that we have received your complaint, enclosing a copy of this procedure.
- We will provide an update in writing within 14 days of receipt of your complaint.
- Your complaint will be fully investigated and a response issued.

We will then contact you to either;

- Accept the complaint, and where appropriate offer redress; or
- Offer redress without accepting the complaint; or
- Reject the complaint giving reasons for doing so; or

If you are still unhappy

If you are still unhappy with our response you may contact: National

Futures Association