

8TradeX Inc. owns and operates the "8tradeX" brand.

The website (8tradex.com) is operated by 8TradeX Inc., with Company number 219380/355 authorized and regulated international entity. The company service address is 7th Floor, 32 Gateway East, White City, London, W12 7TU.



## **Complaints Handling Policy for 8TradeX Inc.**

### *1. Introduction*

8TradeX Inc. is committed to providing high-quality services to all our clients. We recognize that there may be occasions when our clients are dissatisfied with the services provided. This Complaints Handling Policy outlines the procedures and principles that 8TradeX Inc. will follow to ensure that all complaints are handled fairly, efficiently, and in a timely manner. Our goal is to resolve complaints to the satisfaction of our clients while maintaining the integrity and reputation of our company.

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## 2. Scope

This policy applies to all complaints received from clients, stakeholders, or any other parties regarding the services provided by 8TradeX Inc., including but not limited to:

Trading services

Account management

Customer support

Billing and fees

Compliance and regulatory issues

Any other aspect of our business operations



### *3. Principles of Complaints Handling*

8TradeX Inc. is committed to the following principles in handling complaints:

**Fairness:** All complaints will be treated fairly and impartially, without prejudice or bias.

**Transparency:** Clients will be informed of the complaints process, including how to make a complaint, what to expect during the process, and the expected timeframe for resolution.

**Accessibility:** The complaints process will be easily accessible to all clients, with multiple channels available for submitting complaints.

**Confidentiality:** All complaints will be handled with the utmost confidentiality, in accordance with applicable data protection laws.

**Efficiency:** Complaints will be handled promptly and efficiently, with the aim of resolving issues as quickly as possible.

**Accountability:** 8TradeX Inc. will take responsibility for resolving complaints and will provide clear explanations for any decisions made.



#### 4. How to Make a Complaint

Clients who wish to make a complaint can do so through the following channels:

Email: Complaints can be sent to [support@8tradex.com](mailto:support@8tradex.com).

Phone: Clients can call our customer support team at +44208771328.

Post: Written complaints can be sent to our registered office at 7th Floor, 32 Gateway East, White City, London, W12 7TU, United Kingdom.

When submitting a complaint, clients are encouraged to provide as much detail as possible, including:

Their full name and contact information

Account details (if applicable)

A clear description of the issue or concern

Any relevant documentation or evidence

The desired outcome or resolution



## *5. Complaints Handling Process*

### *5.1. Acknowledgment of Complaint*

Upon receipt of a complaint, 8TradeX Inc. will:

Acknowledge the complaint within 2 business days via the client's preferred method of communication (email, phone, or post).

Provide the client with a unique reference number for the complaint, which should be used in all future correspondence.

### *5.2. Investigation*

The complaint will be assigned to a dedicated complaints handler, who will:

Review the complaint and gather all relevant information, including account records, correspondence, and any other documentation.

Contact the client if additional information or clarification is required.

Consult with relevant departments or personnel within 8TradeX Inc. to fully understand the issue and determine the appropriate course of action.



### 5.3. Resolution

Once the investigation is complete, the complaints handler will:

Prepare a written response detailing the findings of the investigation, the decision reached, and any actions taken or proposed to resolve the complaint.

Provide the client with a clear explanation of the decision, including any relevant regulatory or legal considerations.

Offer a resolution that is fair and reasonable, which may include an apology, a refund, a correction of errors, or other appropriate remedies.

### 5.4. Timeframe

8TradeX Inc. aims to resolve complaints as quickly as possible. The following timeframes apply:

Initial Acknowledgment: Within 2 business days of receipt.

Interim Response: If the complaint cannot be resolved within 5 business days, the client will receive an interim response with an update on the progress of the investigation and an estimated timeframe for resolution.

Final Response: A final response will be provided within 15 business days of receiving the complaint. If additional time is required due to the complexity of the issue, the client will be informed of the delay and provided with a revised timeframe.



## 6. Escalation Process

If a client is dissatisfied with the outcome of their complaint, they may escalate the matter as follows:

### 6.1. Internal Escalation

The complaint will be reviewed by a senior manager or the Compliance Officer, who will conduct a further investigation if necessary.

The senior manager or Compliance Officer will provide a final written response within 10 business days of the escalation request.

### 6.2. External Escalation

If the client remains dissatisfied after the internal escalation process, they may refer the complaint to an external dispute resolution service or regulatory body, depending on the nature of the complaint and the jurisdiction. 8TradeX Inc. will provide information on the relevant external bodies upon request.

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## *7. Record Keeping*

8TradeX Inc. will maintain a record of all complaints received, including:

The date the complaint was received

The nature of the complaint

The steps taken to investigate and resolve the complaint

The outcome of the complaint

Any actions taken to prevent similar issues in the future

Complaint records will be retained for a minimum of 5 years in accordance with regulatory requirements and data protection laws.





## *8. Continuous Improvement*

8TradeX Inc. is committed to continuously improving our services and preventing future complaints. As part of this commitment, we will:

Regularly review and analyze complaint data to identify trends and areas for improvement.

Implement corrective actions and process improvements as necessary.

Provide training to staff on effective complaints handling and customer service.

## *9. Regulatory Compliance*

8TradeX Inc. operates in accordance with all applicable laws, regulations, and industry standards. This Complaints Handling Policy is designed to comply with the regulatory requirements of the jurisdictions in which we operate, including but not limited to:

The Financial Conduct Authority (FCA) in the United Kingdom

Any other relevant regulatory bodies



## *10. Contact Information*

For any questions or concerns regarding this Complaints Handling Policy, or to submit a complaint, clients may contact 8TradeX Inc. at:

Email: [support@8tradex.com](mailto:support@8tradex.com)

Phone: +44208771328

Post: 7th Floor, 32 Gateway East, White City, London, W12 7TU, United Kingdom

## *11. Policy Review*

This Complaints Handling Policy will be reviewed annually or as required by changes in regulatory requirements or business operations. Any updates to the policy will be communicated to clients and staff as appropriate.

## *12. Conclusion*

8TradeX Inc. is dedicated to maintaining the highest standards of customer service and regulatory compliance. We value the feedback of our clients and view complaints as an opportunity to improve our services and strengthen our relationships with clients. By adhering to the principles and procedures outlined in this policy, we aim to resolve complaints fairly and efficiently, ensuring the continued trust and satisfaction of our clients.