

**JUST GLOBAL MARKETS (VG)
LIMITED
COMPLAINT PROCEDURE FOR
CLIENTS**

JustMarkets Online Trading

1. INTRODUCTION

Just Global Markets (VG) Limited, having its address at Trinity Chambers, PO Box 4301, Road Town, Tortola, VG1110, British Virgin Islands, a company regulated by the British Virgin Islands Financial Services Commission ("FSC") under Investment Business License number SIBA/L/24/1177 (hereinafter referred to as the "Company").

This Complaint Procedure for Clients (hereinafter referred to as the "Procedure") establishes a clear, efficient, and timely framework for the handling of client complaints. It also provides, as Appendix 1, a Complaint Form specifying the minimum information required to assess, investigate, and resolve a complaint.

JustMarkets Online Trading maintains records of all complaints received, along with the actions taken to address them, in accordance with applicable laws, regulations, and regulatory requirements.

For the purposes of this Procedure:

A "Complaint" refers to a specific claim or request submitted by a client concerning the Company's services, products, or performance, which alleges improper conduct, negligence, or dissatisfaction and includes a clear and specific demand for review or resolution.

Requests for opinions, explanations, or general information regarding the Company's operations or services, as well as inquiries about hypothetical or non-specific matters, shall not be considered complaints.

A "Complainant" means any client of JustMarkets Online Trading, whether an individual or a legal entity, who submits a complaint under this Procedure.

2. SUBMITTING A COMPLAINT

All complaints should be submitted to the Company in accordance with the escalation process outlined below. If a complaint cannot be resolved at one level, it may be escalated to the next:

1.) Initial Contact

In the first instance, clients are encouraged to contact the Customer Support Department of JustMarkets Online Trading via email, live chat, telephone, or other written or verbal communication channels. Clients should notify the Company of the incident or issue

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giving rise to the complaint as soon as reasonably possible. Prompt notification enables the Company to investigate and address the matter efficiently and effectively.

Email –

2.) Customer Support Review

The Customer Support Department will make every reasonable effort to resolve the issue immediately. Where immediate resolution is not possible, the Company remains committed to addressing the complaint promptly, typically within forty-eight (48) hours. If additional time is required, the client will be informed accordingly and advised of the anticipated timeframe, as well as the progress and outcome of the investigation.

3.) Escalation to Compliance

If the client is not satisfied with the final response provided by the Customer Support Department, the complaint may be escalated by completing and submitting the Complaint Form (Appendix 1) to the Compliance Officer of JustMarkets Online Trading. The complaint should be submitted using the prescribed Complaint Form and include as much relevant and accurate information as possible. Clients are encouraged to complete all applicable fields of the form to facilitate effective review.

Email –

4.) Supporting Documentation

Where available, clients should attach copies of any supporting documents, screenshots, correspondence, or other information that may assist in the investigation and resolution of the complaint.

3. RESPONSE TO COMPLAINTS

JustMarkets Online Trading follows the procedures outlined herein to ensure that complaints are reviewed and resolved within a maximum period of thirty (30) business days from receipt. The Company's response, including the reasoning behind the decision, will be communicated to the client in writing.

Certain complaints may be resolved more quickly depending on their nature and complexity. In cases where a complaint requires more than thirty (30) business days to resolve, the Company will inform the complainant of the reasons for the delay and may request additional information necessary for the investigation.

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If a complaint is submitted by a third party or through a method that does not allow proper verification of authority, the Company may request confirmation from the duly authorized person before proceeding.

A complaint may be withdrawn only by the individual or entity that submitted it. The Company may also request written confirmation of such withdrawal.

The Company may consider a complaint closed, including but not limited to, the following circumstances:

- i. Where no further action is required by either the client or the Company following issuance of the final decision;
- ii. Where the matter has been resolved by mutual agreement;
- iii. Where the client fails to respond in a timely or adequate manner to the Company's requests for information or clarification;
- iv. Where the Company has issued a substantive response and the client does not indicate dissatisfaction or provide supporting evidence within a reasonable timeframe.

The client will be notified once a complaint has been formally closed. The Company reserves the right to reject or dismiss any complaint that does not comply with this Procedure, fails to meet the requirements of the Client Agreement, is unclear or inaccurate, or contains offensive, abusive, obscene, threatening, or inappropriate language directed at the Company or its representatives.

4. REGULATORY ESCALATION

Clients have the right to submit their complaint to the Financial Services Commission (FSC) of the British Virgin Islands. However, the FSC may decline to review a complaint unless it is satisfied that the matter has first been submitted to JustMarkets Online Trading in accordance with the procedure outlined in Section 2 above. Accordingly, clients must first lodge their complaint with the Company before approaching the FSC.

APPENDIX 1

COMPLAINT FORM

Fields marked with an asterisk (*) are mandatory.

(*) First Name	
(*) Last Name	
(*) Date Of Birth	
(*) Nationality	
(*) Full Address	
(*) Country of Residence	
(*) Account Number	
(*) Have you contacted our Customer Support regarding the matter of Complaint before? <u>If the answer is No, we recommend contacting our Customer Support before submitting a Complaint.</u>	
If the answer to the previous question is Yes, please give us more information about your communication with our Customer Support, the case number, the date submitted, and why the matter was not resolved.	
Date of incident subject to Complaint	
Dispute amount, disputed orders or quotations, disputed deposit or withdrawal	
Description of the facts and the reasons for your Complaint, and how this affected you. Please write clearly and legibly.	
How should this complaint be resolved in your opinion?	

Please provide any supporting documents that may assist in the review, investigation, and resolution of this matter.