

Complaints Management Policy



1. Introduction

DBG MARKETS Limited (Company Registration Number: A000001474) (hereinafter the '**Company**') aims to treat its customers fairly in all aspects of its business and provide them with high standards of service. However, if any aspect of our service falls short of your expectations, you are encouraged to express your dissatisfaction through our established complaints process.

The Company is committed to handling complaints promptly, fairly, and in accordance with applicable laws, rules, and/or regulations.

2. Purpose of the Complaints Policy

This policy ensures that all complaints are properly received, assessed, resolved, and recorded. Complaints and all relevant correspondence are entered into the Company's internal Complaints Register. This record is used to monitor trends, identify any weaknesses in the Company's systems or controls, and implement corrective or preventive actions as necessary. Appropriate management oversight is exercised throughout the complaint-handling process. Disciplinary action will be taken in cases of non-compliance with this policy by the Company's staff.

3. Definitions

Complaint:

A statement of dissatisfaction by a client relating to the provision of investment and/or ancillary services provided by the Company.

Complainant:

Any person, natural or legal, who is a client of the Company.

4. Submitting a Complaint

Clients are encouraged to report the issue as soon as possible after the event occurs. This helps ensure a timely and efficient investigation.

Complaints can be submitted in writing to:

 support@dbgm.com

You may also escalate your complaint to the Compliance Department, as outlined in the escalation procedure below.



If you are submitting a complaint on behalf of another person, you must provide evidence of that person's written authorization.

To assist in prompt handling, the following details must be provided:

- Full name and surname
- Identity number or passport number
- Trading account number
- Mobile phone number
- Email address
- A detailed description of the complaint, with all relevant supporting documentation and correspondence

Where the method or content of the submission prevents verification, the Company reserves the right to request confirmation or additional documentation before proceeding with the investigation.

5. Complaint Handling Procedure

Initial Handling – Customer Support Department

All complaints will first be reviewed by the Customer Support Department. The support team may assist you in compiling your complaint if needed. If your complaint can be resolved at this level, the resolution will be communicated to you in writing.

Escalation – Compliance Department

If the Customer Support Department is unable to resolve the complaint promptly or satisfactorily, the matter will be escalated to the Company's Compliance Department for further review.

You may also choose to escalate your complaint directly to the Compliance Officer via email at:

 compliance@dbgm.com



6. Response Timelines and Communication

- You will receive written acknowledgement of receipt of your complaint.
- A final response will be provided within thirty (30) business days, accompanied by the rationale for the decision.
- If additional time is required due to the complexity of the issue, you will be informed in writing, and reasons for the delay will be provided.
- Where the outcome is not in your favour, full written reasons will be issued within six (6) weeks of receipt of the complaint.

All responses will be in writing, clear, and, where applicable, will reference relevant legislation or regulations.

7. Record-Keeping

All complaints and related documentation (electronic or written) will be retained by the Company for a period of seven (7) years in compliance with applicable legal and regulatory requirements.

8. External Dispute Resolution

If your complaint is not resolved to your satisfaction, you may escalate it to an external dispute resolution body, such as:

🔗 The Financial Commission (<https://financialcommission.org>)

(Please note that escalation must be made within 45 days from the date of the incident.)

However, you must first allow the Company a reasonable opportunity to resolve the complaint internally.

9. Final Note

DBG MARKETS is committed to treating all clients fairly and ensuring all complaints are handled with professionalism, transparency, and diligence. This policy will be reviewed periodically to ensure alignment with legal requirements and industry best practices.