



PRIME XBT

**COMPLAINTS
HANDLING
PROCEDURE**

This Procedure sets out the process adopted by the Company for the reasonable and prompt handling of complaints or disputes received from Clients (you, your, yourself).

Any reference to 'us', 'our', 'we' or 'PrimeXBT', 'Company' in this Procedure is a reference to each company within the PrimeXBT group of companies as the context requires unless otherwise stated.

PrimeXBT group of companies includes:

- **Prime XBT Trading Services LLC** with registered address First floor, First St. Vincent Bank Ltd Building, James street, Kingstown, St. Vincent and the Grenadines
- **Prime Technology Ltd** with registered address Global Gateway 8, Rue de la Perle, Providence, Mahe, Seychelles
- **Prime Digital Instruments LLC** with registered address First floor, First St. Vincent Bank Ltd Building, James street, Kingstown, St. Vincent and the Grenadines

1. Initial queries and complaints:

1.1. If you have any questions related to the Company services or your account, or if you are dissatisfied with our services, you may contact our customer support team via live-chat, or e-mail at support@help.primexbt.com.

1.2. If you receive a response from the customer service team but you do not agree with resolution and deem that the complaint needs to be raised further for an independent review, you may directly contact PrimeXBT Complaints department at complaints@primexbt.com, which will independently and impartially investigate your complaint.

1.3. A complaint must include: a) the Client's name b) the Client's account number c) the relevant transaction number, if applicable d) the date and time of the issue e) detailed description of the issue.

1.4. All complaints must be received from the registered e-mail address of the Client.

1.5. PrimeXBT Complaints department will investigate the complaint within 30 days and reply to the Client about the resolution. Additional details or documentation may be requested from the Client at this stage.

1.6. If the Complaints department does not manage to conclude its investigation and respond to the Client with 30 days from the date of receipt of the complaint, the Company shall send a written notice explaining the reasons for not reaching a

decision yet.

1.7. All complaints shall be treated confidentially.