

# Complaint

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## SMART TRADE LIMITED – COMPLAINTS PROCEDURE FOR CLIENTS

We, SMART TRADE LIMITED (hereinafter, the “Company”), have adopted this Complaints Procedure in order to ensure a fair and quick process for handling complaints that may arise from our relationship.

Smart Trading group holds two companies:

Smart Trade Limited, (FSC licenses number: GB19024265) a company incorporated in Mauritius with registered address at Premier Business Centre, 14 Poudriere Street, 10th Floor Sterling Tower, Port Louis, Mauritius, holds an Investment Dealer (Full Service Dealer excluding underwriting) license and is authorized and regulated by the Mauritius Financial Services Commission. VenturyFX is operated by Smart Trade Group Ltd

SmartCFD, (Comoros license number L15857 /SC) a company in Comoros with registered address, Hamchako, Mutsamudu, The Autonomous Island of Anjouan, Union of Comoros.

### 1. Submitting your Complaint

In order to submit a complaint to the Company, you are kindly requested to complete and submit the Complaint Form of the Company (click the button below). Please note that the Company may not accept complaints submitted to it by any other mean/method (i.e. telephone, etc.).

To submit a complaint, please follow the complaint procedure found below.

Once you successfully complete and email your complaint, the Company shall handle and investigate your complaint.

### 2. Acknowledging your Complaint

We will acknowledge receipt of your complaint within five (5) business days from the receipt of your complaint.

### 3. Handling of your Complaint

Once we acknowledge receipt of your complaint we will review it carefully, investigate the circumstances surrounding your complaint and will try to resolve it without undue delay. We shall make every effort to investigate your complaint and provide you with the outcome of our investigation within two (2) months from the date you have submitted your complaint to us. During the investigation process we will keep you updated of the handling process of your complaint. One of our officers may contact you directly (including communication by email or phone) in order to obtain, where needed, further clarifications and information relating to your

complaint. We will require your full cooperation in order to expedite the investigation and possible resolution of your complaint.

In the event that your complaint requires further investigation and we cannot resolve it within two (2) months, we will issue a holding response in writing or other durable medium. When a holding response is sent, it will indicate the causes of the delay and when the Company's investigation is likely to be completed. In any

event, we shall provide you with the outcome of our investigation no later than one (1) month from the issuing of the holding response, depending on the complexity of the case and your cooperation. Please note that the Company shall consider your complaint as closed and cease the relevant investigation in case you fail to respond to our officers within the period of three (3) months from the date of the submission of your complaint.

#### 4. Final Decision

When we reach an outcome, we will inform you of it together with an explanation of our position and any remedy measures we intend to take (if applicable). It is understood that your right to take legal action remains unaffected by the existence or use of any complaints procedures referred to above.

#### Complaints Procedure for Clients

These are the questions you need to answer if you wish to submit your complaint to SMART TRADE LIMITED. For help to fill in this form, please speak to one of our Customer Support representatives.

Please answer the questions and email them to [support@venturyfx.com](mailto:support@venturyfx.com). Please note that SMART TRADE LIMITED cannot accept complaints submitted to it by any other mean/method (i.e. telephone, etc.).

Complete, up-to-date as well as accurate information is required to be provided SMART TRADE LIMITED for the proper investigation and evaluation of your complaint. Please note that the below Complaint Form is only indicative and not exhaustive. SMART TRADE LIMITED may request further information and/or clarifications and/or evidence as regards your complaint. Moreover, SMART TRADE LIMITED may request from you to re-submit a new Complaint Form in case it considers that you have incorrectly and/or falsely completed your Complaint Form.

SMART TRADE LIMITED will try to resolve your complaint on the basis of good faith, fairness and by taking such action as is consistent with market practice.

#### Ventury FX Client Complaint Form

##### Part I. Client Details

Questions marked with an asterisk (\*) are mandatory.

##### 1. Title\*

Mr/Mrs/Ms

2. First Name\*

\_\_\_\_\_

3. Last Name \*

\_\_\_\_\_

4. ID or Passport Number \*

\_\_\_\_\_

5. Nationality \*

\_\_\_\_\_

6. Mobile Phone Number \*

(Include country code)

\_\_\_\_\_

7. Home / Work Phone Number \*

\_\_\_\_\_

8. Email Address \*

Please, enter your email

\_\_\_\_\_

9. Residential Address \* Address \_\_\_\_\_

\_\_\_\_\_

City\_\_\_\_\_

State/Province\_\_\_\_\_

ZIP/Postal Code\_\_\_\_\_

Country \_\_\_\_\_

Part II. Complaint Details

10. Brand Name \_\_\_\_\_

11. Username / Account Number of Account Held with the Company (Ventury FX) \*

\_\_\_\_\_

12. Please provide below the name(s) of the contact person(s) of SMART TRADE LIMITED at

the time of your complaint.

Contact Person \*

\_\_\_\_\_

Contact Person's Email \*

\_\_\_\_\_

Additional Contact's Name

\_\_\_\_\_

Additional Contact's Email

\_\_\_\_\_

13. Please provide a Summary of your complaint in the space provided below.  
Please try to justify the disputed amount and/or to include details that will facilitate  
the Company in investigating your complaint. \*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

14. When did the issue you are complaining about take place? \*

Please enter the date

\_\_\_\_\_

MM/DD/YYYY

15. When did you first notice that there might be a problem? \*

Please enter the date

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MM/DD/YYYY

16. Have you communicated your complaint to SMART TRADE LIMITED and/or its associates? \* Yes/No

If your answer to question 16 above is YES, then please state the date you first informed SMART TRADE LIMITED and/or its associates of your complaint and the name of the person you discussed your complaint with:

17. Please Enter the Date

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MM/DD/YYYY

18. SMART TRADE LIMITED Representative's Name

Please, enter the SMART TRADE LIMITED representative's name

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19. SMART TRADE LIMITED Representative's Email

Please, enter the SMART TRADE LIMITED representative's email

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20. Method of Communication Email/Live Chat/Phone/Other

21. Have you reported your complaint to any authority? \* Yes/No

22. If you answered Yes to #21, which financial authority have you contacted?

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Please attach together with this form any supporting evidence to your claim that will facilitate the Company's investigation of your complaint. Supporting evidence may consist of any documentation (screenshots, chats, phone records etc) relevant to the complaint.

## Additional Information

23. I hereby certify and confirm that to the best of my knowledge, the information furnished above is true, accurate, correct and complete. \*

I confirm

I acknowledge that SMART TRADE LIMITED will give proper notification about your complaint within five (5) days from the receipt of your complaint and provide you the unique reference number. The unique reference number should be used in all your future contact with the Company, the Financial Ombudsman and/or FSA regarding the specific complaint. We shall make every effort to investigate your complaint and provide you with the outcome of our investigation within two (2) months from today. In case additional information is required, you shall be contacted by one of our officers. Please note that in order to expedite the investigation we require/request your full cooperation. Please refer to the "Complaints Procedures for Clients" page for further details on the issue. \*

I confirm