

4 SQUARE SY LIMITED

COMPLAINT HANDLING PROCEDURE

4 SQUARE SY LIMITED (hereinafter the “**Company**”) is an Investment Firm that owns and operates the brand “FXROAD” (www.fxroad.com). The Company is registered in Seychelles with registration number 8426168-1 and authorized and regulated by the Seychelles Financial Services Authority (hereinafter the “**FSA**”) with license number SD052.

Please submit the form if you wish to submit your complaint to the Company. Should you require any assistance to complete the form please contact support@fxroad.com. The Company will only accept complaints submitted via the present procedure whereas the Company reserves the right to request any additional documentation as part of the evaluation process.

The investigation of the Complaint is subject to the provision of the correct information by the Complainant. All the information requested on the online complaint form must be provided (along with any other information requested by the Company) in order to enable the investigation of the complaint.

[The complaint form can be found below]

Complaint Form

Fill in the Complaint Form and submit it via email to complaintshandling@fxroad.com.

A. Client Information:

Name and Surname:	Account Number:
Residential Address:	Telephone Number:
Email:	
ID/Passport Number:	Brand Name:

B. Brief Summary of the Complaint:

Please describe the product or service you are complaining about (description, evidence, amount and suggested way of resolution). Please include relevant information and evidence to facilitate the investigation process of your complaint.

When did the incident you are complaining about occur?

Have you communicated your complaint to the company and/or its associates? If so, please advise on the date and the name of the person you discussed your complaint with.

Have you reported your complaint to any authority? Please advise which one.

Please attach any supporting evidence to facilitate the investigation process.

- I hereby confirm that to the best of my knowledge the above information is true, accurate and correct and I undertake to provide any additional information as may be requested by the Company to facilitate the complaint investigation subject to the Terms and Conditions of the Company.

Date and place

Client Signature