

# Complaints Handling Procedure

June 2020

AT Global Markets LLC (the "Company") conduct all business with its clients in an honest, fair and professional manner and to act in their best interests on any transaction the Company enters into with them. However, if you have a query or you are dissatisfied with the service you have received from us, your first point of contact should be our Customer Support team via email: [complaints.gm@atfx.com](mailto:complaints.gm@atfx.com).

In order for us to investigate your case efficiently and as quickly as possible, we need as much information as possible, including your name and client reference number; a clear description of the issue; details of your request(s); and any additional relevant documentation, such as emails or screenshots.

Our Customer Support team will endeavor to resolve your concern as quickly as possible. If you are happy with their proposed resolution of your case, we will regard your complaint as resolved and will provide you with Summary Resolution Communication ("SCR") by the third business day following the receipt of your complaint.

If you are unhappy with the Customer Support team's proposed resolution, all of the details relating to your complaint will be referred to our Complaints Team by the fourth business day following receipt of your complaint.

The Complaints Team will:

- Promptly send a written acknowledgement to you via email;
- Investigate your dispute competently, diligently and impartially;
- Keep you informed of the progression of its investigation of your complaint;
- Send a "final response" within eight (8) weeks after the complaint was received with its findings and conclusions. The final response will confirm whether the complaint was upheld and whether or not any redress or remedial actions are proposed.

If you are an eligible complainant and:

- you have not received a final response within eight (8) weeks of making your complaint; or
- you are not satisfied with the final response letter,

it is understood that your right to take legal action remains unaffected by the existence or use of any complaint's procedures referred to above.