

LB LV

CONNECTING TRADERS



DISPUTE & COMPLAINTS POLICY

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1. Dispute Policy

1.1. The Company aims to provide services in the most effective and efficient ways, and with the highest standard of service. The purpose of this policy is to ensure that the Client's concern is attended promptly, fairly and consistently.

1.2. In any event that the Client files for a dispute, he/she must provide the necessary and complete information regarding the nature of claim including, but not limited to, the Client's account details, date and time of occurrence, and other details that the Company deems required for the circumstance.

1.3. The Client understands and agrees that the dispute may only be considered valid if the situation arose from or is in connection with the Agreement, if it is not a result of the Client's negligence and/or violation of the Company's terms and conditions, or if it is a result of a misunderstanding and miscommunication.

1.4. If dispute is regarding the Client's transaction of funds, he/she must provide the most recent bank statement of his/her involved account.

1.5. If the claim is valid, the Client can send his/her dispute through contacting the Company's email: clientservices@lblv.com, and the Company will act accordingly on the issue.

1.6. If the claim is tagged invalid, the Company will not consider it as eligible for the proceedings to resolve the respective concern or issue.

1.7. If the Client believes that a discrepancy has occurred between the displayed trading results and those that should have been displayed, including, inter alia, inter alia, the cases where the placed order was not displayed or was changed and/or the position that was to be opened is closed and/or the position, which must be closed is not closed and/or when additional positions and/or orders appear, he/she must take immediate measures to remedy such situation by contacting the representative of the Company on the available means of communication or on those contacts that are indicated on the official website of the Company.

1.8. If the Client fails and/or omits to comply with these actions, the Client waives any of his/her rights to mitigate any losses, as the Client bears full responsibility from the moment of his/her failure and/or omission to perform the corresponding actions, regardless to the further impact of profit or loss on the total amount of profit and loss.

1.9. Upon the submission the dispute, the Company has an obligation to verify within thirty (30) business days if the Client's dispute is sufficiently documented and to present its position to the Client.

1.10. The Client understands and agrees that clause 2.3. hereinafter shall also apply when filing disputes.

1.11. The Client and the Company undertake every effort to resolve any dispute, in good faith and on a constructive basis. The Client acknowledges and agrees that threats and blackmail against Company are prohibited and such actions constitute a legitimate ground for the termination of negotiations and the immediate termination of any business relationship between the parties.

1.12. Without prejudice to any other Company's rights under this Agreement, if the parties are in dispute regarding a trade warrant, the Company has the right, in its sole discretion and without prior notice, to accept any opinion and actions that it considers reasonable to limit the maximum amount involved in the dispute.

The Company is not liable, or has no obligations to the Client, for any fluctuations and risks on the Client's trading accounts.

2. Complaints Policy

2.1. The Company has established an internal complaints procedure to ensure that the Client's complaint is managed efficiently by the relevant department. For the Company to investigate and immediately resolve the problem, the Client must provide the following information:

Full name, address, and other contact information

Account number

Description of your complaint

2.2. The Client must also submit his/her complaint to the Company in writing to the following email address: clientservices@lblv.com.

2.3. Within the period of thirty (30) business days from the day of the submission of the complaint, under which the Company is examining the complaint of the Client, the Client is obliged not to make any public statements in any form relating to his/her complaint. In case that the Client violates his/her obligation, as described above, he/she will be liable for paying reputational damages of \$100.00 (One Hundred U.S. Dollars) per day to the Company, starting from the day of such violation and the cumulative maximum of the payment may reach \$10,000.00 (Ten Thousand U.S. Dollars)

*Please also refer to the official [Terms and Conditions](#) of the Company, under **Chapter 16: Settlement of Disputes**, for additional information.*

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