



Complaints Handling Policy

FXCG Group Limited
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Effective Date	June 2026
Review Cycle	Annual
Document Owner	Compliance Department

This Policy explains how FXCG Group Limited receives, investigates and resolves complaints in a fair, timely and transparent manner. It is intended to provide clients with a clear process for raising concerns about products, services, account administration or any other aspect of their relationship with FXCG.

No. 9 Cassius Webster Building, Grace Complex, PO Box 1330, The Valley, AI-2640 Anguilla

1. Document Information

Legal Entity	FXCG Group Limited
Company Number	A000001395
Registered Office	No. 9 Cassius Webster Building, Grace Complex, PO Box 1330, The Valley, AI-2640 Anguilla
Trading Name	FXCG
Effective Date	June 2026
Review Frequency	Annual

2. Purpose and Scope

The purpose of this Policy is to ensure that complaints are handled consistently, fairly and without unreasonable delay. It applies to complaints made by clients, prospective clients or other eligible complainants relating to FXCG's products, services, conduct, account administration or communications.

For the purpose of this Policy, a complaint means any expression of dissatisfaction, whether oral or written, where a response or resolution is explicitly or implicitly expected.

3. Guiding Principles

- Complaints will be assessed impartially, objectively and in good faith.
- Clients will be treated fairly and kept reasonably informed throughout the review process.
- Complaints will be investigated by appropriately authorised personnel, including the Compliance function where required.
- Where a complaint is upheld, FXCG will consider appropriate remedial action consistent with the circumstances of the case.
- Records of complaints and outcomes will be maintained in accordance with internal record-keeping requirements.

4. How to Submit a Complaint

A complaint may be submitted by email or post. To help us investigate efficiently, complainants should provide their full name, account number (if applicable), contact details, a description of the issue, the relevant dates, and any supporting documentation.

Email	info@fxcg.com
Postal Address	Compliance Department FXCG Group Limited No. 9 Cassius Webster Building, Grace Complex PO Box 1330, The Valley, AI-2640 Anguilla

5. Complaints Handling Process

FXCG generally follows the process below when handling complaints:

01 Receipt of Complaint

Your complaint is received and logged by the relevant team for review.

02 Acknowledgement

We will acknowledge receipt promptly and may contact you if further details are required.

03 Investigation

The matter will be reviewed impartially, including consultation with relevant internal departments where necessary.

04 Final Response

FXCG aims to provide a final written response within 45 calendar days of receipt, unless a longer period is reasonably required.

6. Delays and Additional Information

Where the nature or complexity of a complaint requires additional time, FXCG will notify the complainant accordingly and, where reasonably practicable, provide an updated timeframe or request further information.

7. Final Response and External Escalation

The final written response will summarise the complaint, the outcome of the investigation and any remedial action offered, if applicable. If the complainant remains dissatisfied after receiving the final response, the complainant may be entitled to refer the matter to an external dispute resolution body, ombudsman or regulatory authority, where such referral is applicable under the relevant legal or regulatory framework.

FXCG will provide relevant escalation details if and when they are applicable to the specific complaint.

8. Record Keeping and Confidentiality

FXCG maintains appropriate records of complaints, investigations, correspondence and outcomes. All complaints will be handled in a confidential manner and disclosed internally only on a need-to-know basis or where disclosure is required by law, regulation or legal process.

9. Contact Details

Department	Compliance Department
Email	info@fxcg.com
Address	FXCG Group Limited No. 9 Cassius Webster Building, Grace Complex PO Box 1330, The Valley, AI-2640 Anguilla
Website	www.fxcg.com

Important Note: This Policy is provided for general complaints handling purposes and may be amended, updated or replaced by FXCG from time to time. The most current version will be maintained by FXCG and made available as appropriate.

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