

# COMPLAINTS HANDLING POLICY

**VT Markets (Pty) Ltd – Dubai Branch**

Capital Markets Authority (CMA) of United Arab Emirates

Licence no. 20200000299

Registered Address: Office no. 3002, Boulevard Plaza 1  
Sheikh Mohammed bin Rashid Boulevard - Downtown Dubai - Dubai

Phone Number: 045753011

Email: [info.mena@vtmarkets.com](mailto:info.mena@vtmarkets.com)

**VT Markets (Pty) Ltd – Dubai Branch**

**License No. 20200000299**

**Category 5 Licensee – Introduction and Promotion**

**1. Introduction**

1.1 VT Markets (Pty) Ltd – Dubai Branch (“**VT Markets (Dubai Branch)**”) is authorised by the Capital Markets Authority (CMA) of the United Arab Emirates as a Category 5 license holder, permitted to conduct regulated activities of Introduction and Promotion in the UAE under License No. 20200000299.

1.2 The registered business address is Office no. 3002, Boulevard Plaza 1, Sheikh Mohammed bin Rashid Boulevard - Downtown Dubai – Dubai.

**2. Definitions**

2.1. Unless otherwise stated, the terms used in this Policy shall carry specific meanings and may be interpreted in the singular or plural as appropriate.

2.2. Client: Refers to the person or entity defined as a “Client” in the Client Referral Agreement.

**3. Purpose and Coverage**

3.1. This Procedure outlines the steps followed by VT Markets (Dubai Branch) when receiving, handling, and resolving complaints raised by Clients.

**4. Complaints Procedure**

**4.1. Filing a Complaint**

All complaints must be submitted in writing.

(a) Clients may initially contact the Customer Support Department at [info@vtmarkets.ae](mailto:info@vtmarkets.ae).

(b) If the Client is not satisfied with the outcome provided by Customer Support, the matter can be escalated to the Compliance Department, either directly or through assistance from Customer Support.

(c) Complaints may also be addressed directly to [compliance.mena@vtmarkets.com](mailto:compliance.mena@vtmarkets.com).

**4.2. Minimum Details Required**

Every complaint should, at minimum, include:

(a) Full Name

(b) E-mail Address

(c) Passport and Identity No.

#### 4.3. Handling and Review

- (a) Complaints will be examined thoroughly by Customer Support and/or the Compliance Department, with reference to the company's records, to ensure an objective resolution.
- (b) A written acknowledgement shall be provided to the Client within seven business days of receiving the complaint.
- (c) VT Markets (Dubai Branch) will aim to resolve complaints within thirty business days.
- (d) If necessary, Clients may be requested to provide further supporting information or documentation.

#### 4.4. Extensions

- (a) Should the investigation require more than thirty business days, the Compliance Department will inform the Client before the deadline, explain the reasons for the delay, and seek an extension (which may not exceed an additional thirty business days).

#### 4.5. Confidentiality

- (b) All complaints will be managed in strict confidence.

#### 4.6. Closure of Complaint

- (a) Clients will be notified of the resolution once the investigation is concluded.
- (b) If the Client does not indicate dissatisfaction within ten business days of receiving VT Markets (Dubai Branch)'s substantive response, the complaint shall be considered closed.

### 5. Queries

- 5.1. For any questions concerning this Procedure, Clients should reach out to the Customer Support Department at [info@vtmarkets.ae](mailto:info@vtmarkets.ae).