

**PRIME XBT**

**COMPLAINTS  
HANDLING  
PROCEDURE**

## Introduction

Any reference to the "PrimeXBT", the "Company", "we", "us", "our" is a reference to Prime XBT Trading Services Ltd, a company incorporated in the Marshall Islands, with Reg. No.: 120813 and registered office at Trust Company Complex, Ajeltake Road, Ajeltake Island, Majuro, Marshall Islands MH96960.

This Complaints Handling Procedure (henceforth the "Policy"), aims to establish, implement, and maintain effective and transparent procedures for the reasonable and prompt handling of complaints and/or grievances received from the Clients of PrimeXBT, including measures taken for the resolution of each complaint.

## 1. Initial Queries & Complaints

1.1. If you have any questions related to the Company services of your account, or if you are dissatisfied with our services, you may contact our customer support team via live-chat, or via email at [support@help.primexbt.com](mailto:support@help.primexbt.com).

1.2. If you receive a response from the customer support team but you do not agree with the resolution and deem that the complaint needs to be raised further for an independent review, you may directly contact the PrimeXBT Complaints Department at [complaints@primexbt.com](mailto:complaints@primexbt.com) which will independently and impartially investigate your complaint.

1.3. Any complaint must include: the client's name, the client's account number, the relevant transaction number (if applicable), the date and time of the issue and a detailed description of the issue.

1.4. All complaints must be received from the registered email address of the client.

1.5. The PrimeXBT Complaints Department will investigate the complaint within thirty (30) calendar days, and shall reply to the client about the resolution. Additional details or documentation may be requested by the client at this stage.

1.6. In case the Complaints Department does not manage to conclude its investigation and respond to the client within thirty (30) calendar days from the date of receipt of the complaint, the Company shall send a written notice explaining the reasons for not reaching a decision up to that point.

1.7. All complaints shall be treated as confidential information.

## **2. Amendments**

2.1. PrimeXBT reserves the right to amend this Policy from time to time. In case there is a material change to this statement, we will inform clients by publishing an updated version of this Policy on our website. The latest and prevailing version of the Complaints Handling Procedure will, at all times, be available at [www.primexbt.com](http://www.primexbt.com)

2.2. This Policy updates and replaces any prior Complaints Handling Procedure, as the latest available and applicable version.