Complaints Handling Policy

Last updated: September 2026

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1. Introduction and Purpose

At FP Markets, we are committed to providing exceptional service. However, we acknowledge that there may be times when you feel our services have not met your expectations. This Complaints Handling Policy outlines the steps you can take if you are dissatisfied with any aspect of our services and details how we will handle your concerns impartially, fairly, and in compliance with our regulatory and contractual obligations.

2. Internal Complaint Process

We operate a two-tiered internal approach to ensure your concerns are addressed as quickly and efficiently as possible.

Step 1: Client Support Team

If you experience an issue or are dissatisfied with our service, your first point of contact should be our Client Support Team. They are equipped to handle and resolve most day-to-day issues promptly.

- **Email:** supportke@fpmarkets.com

Step 2: Escalation to the Compliance Department

If our customer support representative is unable to resolve your issue to your satisfaction, you may escalate the matter as a formal complaint to our Compliance Department.

- **Email:** complianceke@fpmarkets.com

What to include in your formal complaint: To assist us in resolving your complaint efficiently, please ensure you:

- Describe the issue in comprehensive detail.
- Gather and attach any supporting documents or correspondence relevant to your case.

3. Our Assessment and Timelines

Once your formal complaint is received by the Compliance Department, we will undertake the following process:

- **Initial Acknowledgement:** The Compliance Department will acknowledge receipt of your complaint(s) within two (2) working days of submission.
- **Impartial Assessment:** The Compliance Department will then carry out an extensive and objective assessment to establish whether we have acted fairly and upheld all contractual and regulatory obligations toward you.
- **Target Resolution Time:** We aim to provide you with a definitive written response outlining our decision within **21 days** of receiving your formal complaint.

- **Complex Cases:** Some complaints are inherently more complex and may require additional time to thoroughly investigate. If this applies to your case, we will notify you and keep you informed of our progress until a resolution is reached.

4. External Escalation: The Financial Commission

If we fail to resolve your complaint, or if you remain dissatisfied with the final decision provided by our Compliance Department, you have the right to escalate the matter externally to the **Financial Commission (FC)**.

FP Markets is a member of the Financial Commission, which serves as an independent and impartial external dispute resolution (EDR) organisation specifically for the Forex and CFD industries.

Key Information Regarding the Financial Commission

Clients must always contact the Financial Commission in accordance with their specific rules and procedures. Please note the following important details:

- **Cost:** The external dispute resolution service provided by the FC is entirely **free of charge** to you.
- **Time Limit:** A complaint to the Financial Commission must be submitted within **45 days** of the incident occurring.
- **Submission Method:** You can lodge your complaint directly using the digital form available on their website at: https://financialcommission.org/.
- **Scope:** The FC will only hear certain types of complaints. You can find out more about eligible disputes on their website or by asking our Compliance Department.
- **Compensation Fund:** The Financial Commission maintains a Compensation Fund, which acts as an insurance policy covering up to **€20,000** per case. This fund is utilized if a member broker refuses to adhere to an FC judgment or if a member is removed from the organization without paying a judgment awarded against it.

5. External Escalation: Capital Markets Authority (Kenya)

If you are convinced that your complaint has not been addressed to your satisfaction, you can refer your complaint to the Capital Markets Authority, Kenya.

CMA-Kenya Contact Details:

- **Address:** The Chief Executive, Capital Markets Authority, P.O Box 74800-00200, Embankment Plaza, 3rd Floor, Longonot Road, Upper Hill, NAIROBI
- **Telephone:** +254 20 2264400 / 2221910 / 2221869
- **Email (General):** corporate@cma.or.ke
- **Email (Complaints):** Complaints@cma.or.ke

Note: The CMA will only consider your complaint if we have had the opportunity to look at it first.