taurex

Complaints Handling Procedure

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www.tradetaurex.com

Taurex Global Limited
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support@tradetaurex.com

Our Complaints Policy

Taurex, a trading name of Taurex Global Limited endeavours to offer its customers the highest standards of service in every aspect of its business, however there may be elements off our service that do not meet your satisfaction. In the unlikely event that you have a reason to feel dissatisfied, we need you to tell us about it. This will help us to improve our standards.

Our complaints procedure

If you have a complaint, please contact us in the first instance at:

Complaints
Taurex Global Limited
Taurex Global Limited, Suite 3, Office 4, Third Floor, KB Emporium, Providence, Mahe, Seychelles.
compliance.sc@tradetaurex.com

In case a client need to file a complaint to Taurex, please provide contact details, contact person within Taurex and if applicable, details of the employee involved and detailed description of the facts underlying the complaint.

What will happen next?

- We shall acknowledge receipt of your complaint as soon as practicable, and in any event, no later than two (2) business days from the date when the complaint was lodged.
- We will then investigate your complaint. This will usually involve passing your complaint to our Compliance Department, who will review the matter and speak to any member(s) of staff involved.
- Your complaint will be fully investigated and a response issued.

Within twenty-one (21) business days, we will contact you to either:

- Accept the complaint, and where appropriate offer redress; or
- Offer redress without accepting the complaint; or
- Reject the complaint giving reasons for doing so; or
- Contact you to explain why Taurex is still not in a position to make a final response, we will provide reasons for the delay and indicate when we expect to be able to provide a final response. In any event, a final response shall be issued within ninety (90) days from the date when the complaint was lodged.