

COMPLAINT & DISPUTE RESOLUTION

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1 Complaint Management

1.1 General Guidelines

- 1.1.1 The Company has established an internal complaints procedure and policy to ensure that complaints are managed efficiently by the relevant department. For the Company to investigate and resolve an issue immediately, the Client must provide his/her full name, contact information, address, account number, and description of the complaint.
- 1.1.2 All complaints should be submitted in writing and must be sent to the Company's official email address info@rentalzi.com.
- 1.1.3 The Client agrees that he/she is obliged to avert from making public statements in any form relating to his/her complaint within 30 business days of evaluating the issue. If the Client violates this obligation, he/she will be liable for paying reputational damages of 100.00 USD per day to the Company, starting from the day of such violation. The cumulative maximum of costs may reach up to 10,000.00 USD.
- 1.1.4 For more information, refer to Complaint & Dispute Resolution in the Company's Terms & Conditions of Use.

2 Dispute Resolution

2.1 Compliance and Management

- 2.1.1 The Company aims to provide its Services in the most effective and efficient ways and with the most prominent standard of Service. This policy aims to ensure that the Client's concern is managed promptly, fairly, and consistently.
- 2.1.2 In case the Client files for a dispute, he/she must provide the necessary and complete information about the nature of the claim. Including, without limitation, the Client's account details, date and time of the occurrence, description of the dispute, and other details that the Company requires for the circumstance.
- 2.1.3 The Client acknowledges that the dispute may only be considered valid if the situation results from or is in connection with the Terms & Conditions of Use. The Client agrees that disputes will not be attended to if it was due to the Client's negligence or violation of the Company's Terms & Conditions of Use. The Company reserves the right to reject disputes resulting from misunderstandings or miscommunication.



Trading with currencies, Contracts for Differences (CFDs), and other leveraged products comes with considerable exposure to risks. Additionally, market volatility may substantially affect the price or liquidity of an asset, where it is possible to sustain losses of some or all investments. Therefore, you should carefully assess your investment objectives, experience level, and risk appetite, and you should not use funds more than you are prepared to lose. Before deciding to trade, you should know and accept all the risks of trading in the financial market and seek independent advice if necessary.

**COMPLAINT &
DISPUTE
RESOLUTION**

1 of 2

- 2.1.4 If the dispute is regarding any financial transaction, the Client must provide the relevant bank statement of the involved account.
- 2.1.5 If the claim is considered invalid, the Company will not consider it eligible for the proceedings to resolve such concern or issue.
- 2.1.6 If the Client believes a discrepancy has occurred related to the Client's trades, he/she must contact the Company immediately. Such discrepancies may include, inter alia:
- If the placed order was not displayed
 - If the order or its specification was changed
 - If the position intended to be ongoing was closed
 - If the position that should be closed is still ongoing or is still displayed
 - If additional positions or orders appear or an unknown trade is displayed
- 2.1.7 If the Client does not comply with the proper procedures, the Client thereby waives his/her rights to mitigate losses. The Client bears full responsibility for non-compliance with the corresponding procedures, regardless of the profit or loss impact on the net result.

2.2 Procedure and Resolution

- 2.2.1 The Company will verify the dispute within 30 business days if the dispute is sufficiently documented. In line with the verification of the dispute, the Client agrees that the guidelines for complaints shall also apply when filing disputes.
- 2.2.2 The Client and the Company shall undertake every effort to resolve disputes in good faith and constructively. The Client acknowledges that threats and blackmail against the Company are prohibited. Such actions against the Company constitute legitimate grounds for the termination of any business relationship between the parties, including ongoing negotiations.
- 2.2.3 Without prejudice to the Company's rights under the Terms & Conditions of Use, if the parties are in dispute regarding a trade warrant, the Company can accept recommendations and actions considered reasonable to limit the maximum amount involved in the dispute. However, the Company is not accountable and has no obligations to the Client for any fluctuations and risks on the Client's trading account.



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