



# **COMPLAINTS AND DISPUTE RESOLUTION POLICY**

May 2024

## COMPLAINTS AND DISPUTE RESOLUTION POLICY

### 1. INTRODUCTION

1.1 This Complaints and Dispute Resolution Policy (“Policy”) sets out the process adopted by ONEBID ASSET LLC (“Company”) for the reasonable and prompt handling of complaints, disputes or claims received from Clients (“Client”, “you”, “your”).

1.2 The purpose of these regulations is to consider and resolve complaints, disputes or claims received from the Company’s clients who have completed the registration procedure on the Company’s website in relation to the Services provided by the Company to Clients in accordance with Section 6 of the “Client Agreement” (hereinafter referred to as the “Agreement”).

### 2. DEFINITIONS

2.1 Claim, complaint or dispute:

- any dispute between the Client and the Company when the Client has reasonable grounds to believe that the Company has violated one or more terms of the Agreement as a result of any act or omission, or when the Client has claims regarding non-trading transactions;
- any dispute between the Client and the Company when the Company has reason to believe that the Client has violated one or more terms of the Agreement as a result of any act or omission.

2.2 Client:

- a legally competent individual who has reached the age of 18 and has completed the registration procedure on the Company’s website for the purpose of conducting trading operations on margin trading terms;

Any capitalized terms not defined in this Policy are listed in Section 16 of the Client Agreement.

### 3. REQUESTS

3.1 In cases where the Client encounters any problems or the Client has questions regarding the Company’s Services or regarding the procedure for replenishing or withdrawing funds from the account, the Client can contact the Customer Support Department via online chat on the Company’s website, email [support@onebidasset.com](mailto:support@onebidasset.com) or the feedback form from the Personal Area in the “Support” section. If the issue can be resolved immediately in accordance with the terms of the Policy and/or Agreement, the Client will immediately (usually within 24 business hours) receive a response to his question from the Customer Support Department. However, if the Customer Support Department determines that it will take more time to resolve the issue, the Company has the right to review and make a decision on the Client’s issue within 5 (five) business days from the date of the Client’s request.

3.2 If the Client is not satisfied with the response to a request received, the Client has the right to file a formal complaint, strictly following the procedure specified in the “Formal Complaints” paragraph of this Policy.

### 4. FORMAL COMPLAINTS

4.1 An official complaint is a statement from the Client about dissatisfaction with the provision of Services, addressed by the Client to the Company and drawn up in accordance with clause 4.2 of this Policy.

4.2 A formal complaint must contain:

- first and last name of the Client;
- trading account number;

- date of occurrence of the controversial situation according to the trading platform time;
- ticker of the disputed order;
- description of the controversial situation, which must contain a reference to the allegedly violated clause(s) of the Agreement.

4.3 The complaint should not contain emotional assessments of the controversial situation or offensive expressions.

4.4 The Company has the right to reject the complaint in cases where any of the above provisions are violated, or if more than 5 (five) calendar days have passed from the day when the Client learned or should have learned about the violation of his right.

4.5 A formal complaint should be sent to [dispute@onebidasset.com](mailto:dispute@onebidasset.com). The period for consideration of a formal complaint is 5 (five) working days from the date the complaint was sent. In particularly difficult cases, the period may be extended, of which the Client will be notified in writing.

4.6 The server log file is the only source of reliable information in the event of any dispute. The server log file has absolute priority over other arguments, but does not exclude the use of other evidence when considering and resolving a dispute.

4.7 If the server log file does not record the relevant information referenced by the Client, an argument based on that reference cannot be considered.

4.8 The Company shall establish and apply the above procedures to ensure that the Client's complaint is resolved within the specified time. Some complaints may be resolved more quickly depending on the facts and nature of the dispute. If necessary, during the consideration of the complaint, the Company has the right to request additional information from the Client. All complaints are handled confidentially.

## **5. DISPUTE RESOLUTION**

5.1 After taking a decision on the Client's formal complaint, the Company will inform the Client about it in writing together with an explanation of the Company's position and any corrective measures that will be taken (if required).

## **6. OTHER**

6.1 In the event of a dispute, the Company reserves the right to block trading operations on the Client's trading accounts in whole or in part until the dispute is resolved.