



BlackBull

Complaints Notice

BlackBull Markets Limited

Date May 2022
Version 2

Complaints Notice

In the unlikely event that you're not satisfied with any aspect of our service, please contact our client support team by email at support@blackbullus.co.

If our support representative isn't able to resolve your issue then you can raise the matter as a complaint with our Compliance Officer. They'll carry out an impartial assessment of the complaint to establish whether we've acted fairly and met all of our contractual and regulatory obligations to you.

We'll provide you with a written response within 14-21 days of receiving your complaint.

You can contact our Compliance Officer at: compliance.bs@BlackBull.com

If you believe that we haven't resolved your complaint to your satisfaction, then you are able to refer your complaint to:

- the Financial Commission ('FC'); or
- Securities Commission of The Bahamas ('SCB').

We'll provide you with the relevant escalation contact details for either the FC or the SCB when we issue you with a response to your complaint.

Complaints to the Financial Commission

The FC is an independent dispute resolution body. BlackBull is a member of the FC because we want to provide you, our clients, with a dispute resolution option that is quick, efficient and unbiased. You can find out more about the FC at their website (www.financialcommission.org).

There are a few important things to be aware of about making a complaint to the FC:

- You can make your complaint by using the form available on their website.
- The FC will only hear certain types of complaints, you can find out more on their website or contact our Compliance team at compliance.bs@BlackBull.com.
- A complaint to the FC must be made within **45 days** of the incident occurring.

Complaints to the SCB

The SCB is the financial services regulatory body that BlackBull is licenced by in The Bahamas.

The SCB can be contacted at the following address:

*The Executive Director
Securities Commission of The Bahamas
Poinciana House North Building
2nd Floor, 31A East Bay Street
PO Box N-8347
Nassau, The Bahamas
Phone: Tel: +242 397 4100*

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Click or tap here to enter text.

www.blackbullex.co
support@blackbullus.co