



COMPLAINT MANAGEMENT

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Introduction

ABET GLOBAL, operating as ABET GLOBAL and regulated by the Financial Services Commission ("FSC") in Anguilla, is a Securities Service Provider Licensee (referred to hereinafter as the "Company").

Customer Concerns Handling at Abet Global: Simplified and Transparent Process

1. What is a Complaint/Grievance?

A complaint/grievance is when you're dissatisfied with the services provided by Abet Global. If you're not satisfied with your investment experience, you can express your concern by filling out the relevant forms found in Appendix 1 for trading issues and Appendix 2 for non-trading matters. Email the forms to Info@abetglobal.com. If your concern is more of an inquiry rather than a complaint, we'll make sure it's directed to the right department.

2. How We Handle Complaints

When you submit a complaint, we'll acknowledge your email and provide you with a reference number for future reference. Our Compliance Department will review and address your complaint. If the issue involves the Compliance Department, our Management will step in. Here's how we handle it:

- We'll confirm that we received your complaint and are working on a solution.
- After examining the complaint, we'll reply with the actions we're taking or provide further explanations along with the reasons for our decision.
- Our response will outline the steps we're taking to address your concerns.

At Abet Global, we prioritize transparency and efficiency in addressing your concerns. Your feedback is valuable to us.

Efficient Handling of Complaints at Abet Global: Simplified and Organized

At Abet Global, we've designed a streamlined process to address your concerns effectively. Here's how we do it:

1. Documenting Complaints

We make sure to record and keep the following details in our records:

- The client's identity who filed the complaint/grievance
- Date of receiving the complaint/inquiry/grievance
- Full description of the complaint/inquiry/grievance

Actions taken to address the issue and any clarifications provided to the client

2. Timely Resolution

Our Compliance Department aims to resolve the complaint/grievance within five (5) business days. If further investigation is needed, the Compliance Department will inform the Management. We'll keep you updated if there's any delay and let you know when our investigation is expected to conclude.

3. Investigation and Response

The Management will further investigate the matter and work with relevant team members. We'll send you either a final response or a holding response, depending on the situation. A holding response will include reasons for the delay and an estimate of when the matter will be resolved.

4. Reporting and Communication

We ensure that all decisions regarding client complaints/grievances are communicated in writing. Copies of these communications are retained by our Compliance Department. We aim to address your concerns transparently and efficiently. Your feedback matters to us, and we're dedicated to providing the best service possible.

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Your Voice Matters: Creative and Simplified Resolution Process

We value your perspective on resolving this dispute. If you've got a solution brewing, don't keep it to yourself. Share it with us! Your input matters.

Additionally, you can enhance your claim by including a screenshot of your Trading Terminal. This visual aid can provide extra support for your request.

For Non-Trading Issues:

If your concern falls under non-trading operations, please use Appendix 2 to share the details:

- Your Name
- Your Surname
- Email
- Account Number
- Date/Time of the situation (in EET, Meta Trader server time)
- Brief description of the issue

Mention any specific clause(s) in the Non-Trading Operations regulations that you believe have been violated, according to your perspective.

Your input is crucial, and we're here to ensure your voice is heard and your concerns are addressed effectively.

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Your Resolution Insights: Adding Your Voice

Share your thoughts on how you believe this dispute could find its resolution.

Enhance Your Claim: Visual Support Matters

Feel free to attach a screenshot of your Trading Terminal along with this form. This visual aid can amplify your claim request and provide valuable context.

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