



## SUMMARY OF COMPLAINTS PROCEDURE

- 1) We will acknowledge your complaint within 48 hours of receipt and let you know which senior person will be dealing with your complaint.
- 2) We will investigate your complaint and endeavor to send a final response to you within four (4) weeks of receipt of your complaint. If we are unable to provide you with a final response within this time we will send you an update.
- 3) We will endeavor to send a final response to you within eight (8) weeks of receipt of your complaint. If we are unable to provide you with a final response within this time frame, we will write to you explaining why and advise you when you can expect a final response.
- 4) If more than eight (8) weeks from the date of your complaint has past and you haven't received a final response, or you are dissatisfied with the final response you have received from us, you are entitled to refer your complaint to the Securities Commission of The Bahamas (SCB), they can be contacted at the following:

[http://www.scb.gov.bs/e\\_complaints.html](http://www.scb.gov.bs/e_complaints.html)

Securities Commission of The Bahamas  
3<sup>rd</sup> Floor, Charlotte House  
Shirley and Charlotte Streets  
PO Box N8347  
Nassau, Bahamas

Phone: +1 (242) 397 4100  
Email: [info@scb.gov.bs](mailto:info@scb.gov.bs)

You must refer your complaint to the Financial Ombudsman within six (6) months of the date on the final response.

**Risk Warning:** CFDs are leveraged products and can result in the loss of all invested capital. Please consider our 'Risk Disclosure Notice'.

**TigerWit Limited**  
(registered company number 198255B)  
201 Church Street, Sandypoint, P. O. Box SP 64368  
Nassau, The Bahamas

**TigerWit Limited** is authorised and regulated by the Securities Commission of The Bahamas (registration SIA-F185).

**Customer Support**  
Phone: +86 400 809 8509  
Email: [support@tigerwit.com](mailto:support@tigerwit.com)

**Compliance & Administration**  
Phone: +1 (246) 676 7306 (9am – 5pm Eastern Standard Time)  
Email: [compliance@tigerwit.com](mailto:compliance@tigerwit.com)



## 1. INTRODUCTION

1.1 TigerWit Limited (hereinafter referred to as 'TigerWit', the 'Firm' or the 'Company') is incorporated (Certificate of Incorporation No. 198255B) in The Commonwealth of The Bahamas. Our registered office is 201 Church Street, Sandport, P. O. Box SP 64368. Nassau, The Bahamas. TigerWit is authorised and regulated by the Securities Commission of The Bahamas (licence No. SIA-F185).

## 2. INTERPRETATION OF TERMS

2.1 Unless indicated to the contrary, the terms included in this Report shall have a specific meaning and may be used in the singular or plural as appropriate.

2.2 Client: Means the 'client' as defined in the 'Client Agreement' available online at <http://global.tigerwit.com>.

## 3. SCOPE OF THE COMPLAINTS HANDLING PROCEDURE

3.1 The Complaints Handling Procedure ('the Procedure') sets out the processes employed when dealing with complaints received by clients.

## 4. DEFINITION OF A COMPLAINT

4.1 A complaint is an expression of dissatisfaction by a client regarding the provision of investment and/ or ancillary services provided by TigerWit.

4.2 A complaint shall include:  
the client's name and surname;  
the client's trading account number;  
the affected transaction numbers, if applicable;  
the date and time that the issue arose; and  
a description of the issue.

4.3 A complaint must not include offensive language directed either to TigerWit or an TigerWit employee.

## 5. PROCEDURE

5.1 All complaints must be in writing and shall be addressed, in the first instance, to the Customer Support Department. If the client receives a response from Customer Support but deems that the complaint needs to be raised further the client may either ask Customer Support to escalate it to the Compliance Department or directly contact Compliance ([compliance@tigerwit.com](mailto:compliance@tigerwit.com)), which will independently and impartially investigate it.

5.2 Both the Customer Support Department and the Compliance Department shall thoroughly examine any complaints as required (taking into account any information contained within the books and records of the Firm, including but not limited to the client's trading account journal) to reach a fair outcome.

5.3 Both the Customer Support Department and the Compliance Department shall:

- (i) send an initial response to the client within 48 hours,
- (ii) resolve complaints as soon as reasonably practicable, and
- (iii) inform the client accordingly.

5.4 All complaints shall be treated confidentially.

## 6. FAQs

6.1 Questions regarding this Procedure should be addressed, in the first instance, to the Customer Service Department.

**Risk Warning:** CFDs are leveraged products and can result in the loss of all invested capital. Please consider our 'Risk Disclosure Notice'.

### **TigerWit Limited**

(registered company number 198255B)  
201 Church Street, Sandport, P. O. Box SP 64368  
Nassau, The Bahamas

**TigerWit Limited** is authorised and regulated by the Securities Commission of The Bahamas (registration SIA-F185).

### **Customer Support**

Phone: +86 400 809 8509  
Email: [support@tigerwit.com](mailto:support@tigerwit.com)

### **Compliance & Administration**

Phone: +1 (246) 676 7306 (9am – 5pm Eastern Standard Time)  
Email: [compliance@tigerwit.com](mailto:compliance@tigerwit.com)



7. CONTACTS

7.1 Customer Support Department

Phone: +86 400 809 8509

E-mail: support@tigerwit.com

7.2 Compliance Department

Phone: +1 (242) 676 7306

E-mail: compliance@tigerwit.com

**Risk Warning:** CFDs are leveraged products and can result in the loss of all invested capital. Please consider our 'Risk Disclosure Notice'.

**TigerWit Limited**

(registered company number 198255B)

201 Church Street, Sandypoint, P. O. Box SP 64368

Nassau, The Bahamas

**TigerWit Limited** is authorised and regulated by the Securities Commission of The Bahamas (registration SIA-F185).

**Customer Support**

Phone: +86 400 809 8509

Email: support@tigerwit.com

**Compliance & Administration**

Phone: +1 (246) 676 7306 (9am – 5pm Eastern Standard Time)

Email: compliance@tigerwit.com