



Admirals SC Ltd
Suite 202, Second Floor, Waterside Property, Eden Island, Mahé, Seychelles
Email: global@admiralmarkets.com
License number: SD073
Registration number: 8426894-1

Admirals SC Ltd

Client Complaints Handling Procedure

1. INTRODUCTION

Admirals SC Ltd (hereinafter as “Admirals SC”, or “the Company” or “Admiral Markets”) is licensed with, and regulated by, the Financial Services Authority (FSA), with license number SD073. This document has been compiled to comply with the FSA’s rules and requirements.

In the unlikely event that our clients are dissatisfied with the services provided to them by Admirals SC, they have the right to express their discontent in regard to the provided products, services, and Admiral Markets’ obligations, and/or any other similar event, by submitting their complaint to the Company directly.

Our aim is to ensure your complaint is thoroughly investigated and that you receive a fair outcome with detailed explanations.

2. STEPS FOR SUBMITTING A COMPLAINT

2.1. The client must submit the complaint by the below means:

- i. Send an email directly to the Admirals SC Compliance Department via compliance.sc@admiralmarkets.com;
- ii. Contacting the Customer Service by phone and/or email, as per our contact details found within our [website](#); or
- iii. Messaging us through our [Contact Us](#) page, where a message will be forwarded to the relevant Customer Service directly.

In instances where Customer Service receives the client’s complaints, the complaint will be forwarded to the Compliance Department for handling on behalf of the client.

2.2. The complaint should be lodged with Admirals SC as soon as is practically possible.

2.3. The client should provide all of the following information in the complaint:

- First name and surname;
- Contact information;
- Trading account identification number;
- Description of the circumstances and time of occurrence on which the complaint is based;
- Identification numbers of relevant transaction orders and positions if necessary;

and

- If possible, documents or copies that would support the claim should be included.

2.4. Admirals SC has the right to refrain from reviewing a complaint, if the complaint:

- Does not comply significantly with the format requirements;
- Does not enable to identify the applicant's; or
- Does not include the basis for submitting the complaint.

Should the above occur, Admirals SC will naturally inform the client and request further information.

Immediately after filing a complaint, the Company shall acknowledge receipt within 48 hours and inform the client, in writing, or by other agreed means of communication on:

- the expected timeframe a response should be expected;
- the details of a designated person to contact regarding the complaint; and
- a complaint reference number.

In the event of refusal to hear the complaint, the Company will advise the reasoning behind it.

3. HANDLING OF THE COMPLAINT

On receipt, the complaint will be logged into Admiral Markets' complaints registry.

The client will be notified in his registered email address of the lodging of the complaint, and the handling will be by someone not involved with the subject of the complaint.

Admirals SC will try its best to resolve complaints as quickly as possible, generally within twenty-one (21) days. However, if we are unable to do so, we will update you on the status of your complaint and extend the above-mentioned period. This period shall not extend to more than ninety (90) days in the event of more complicated complaints.

If you are not satisfied with Admiral SC's response to the complaint, and/or Admiral Markets fails to respond to the complaint within the period specified above, you may proceed with filing a complaint to the Financial Services Authority (FSA) of Seychelles.

Should you have any inquiries about these procedures, please contact the Compliance Department, through compliance.sc@admiralmarkets.com.