

## Complaint Procedure

### 1. Introduction

1.1. Smarttool Trading SC Limited (hereinafter ‘the Company’) operating under the trading name [axiainvestments.com](http://axiainvestments.com) is a Seychelles investment firm, authorized and regulated by the Financial Services Authority (“FSA”) of Seychelles with license number SD034.

1.2. We, Smarttool Trading SC Limited (hereinafter, the “Company”), have adopted this Complaints Procedure in order to ensure a fair and quick process for handling complaints that may arise from our relationship.

### 2. Submitting your complaint

In order to submit a complaint to the Company, you are kindly requested to complete and submit the *Complaint Form of the Company* below.

Please note that the Company may not accept complaints submitted to it by any other mean/method (i.e. telephone, etc.).

Once you successfully complete and email your complaint, the Company shall handle and investigate your complaint.

### 3. Acknowledging your Complaint

We will acknowledge receipt of your complaint within two (2) business days from the receipt of your complaint.

### 4. Handling of your Complaint

Once we acknowledge receipt of your complaint we will review it carefully, investigate the circumstances surrounding your complaint and will try to resolve it without undue delay. We shall make every effort to investigate your complaint and provide you with the outcome of our investigation within 21 (twenty-one) business days from the date you have submitted your complaint to us. During the investigation process we will keep you updated of the handling process of your complaint. One of our officers may contact you directly (including communication by email or phone) in order to obtain, where needed, further clarifications and information relating to your complaint. We will require your full cooperation in order to expedite the investigation and possible resolution of your complaint.

In the event that your complaint requires further investigation, and we cannot resolve it within 21 (twenty-one) business days, we will issue a holding response in writing or other durable medium. When a holding response is sent, it will indicate the causes of the delay and when the Company's investigation is likely to be completed.

In any event, we shall provide you with the outcome of our investigation no later than 90 (ninety) business days from the issuing of the holding response, depending on the complexity of the case and your cooperation. Please note that the Company shall consider your complaint as closed and cease the relevant investigation in case you fail to respond to our officers within the period of 90 (ninety) business days from the date of the submission of your complaint.

## 5. Final Decision

When we reach an outcome, we will inform you of it together with an explanation of our position and any remedy measures we intend to take (if applicable). It is understood that your right to take legal action remains unaffected by the existence or use of any complaints procedures referred to above.

## 6. Complaints Procedure for Clients

These are the questions you need to answer if you wish to submit your complaint to Smarttool Trading SC Limited. For help to fill in this form, please speak to one of our Customer Support representatives. Please answer the questions and email them to [support@axiainvestments.com](mailto:support@axiainvestments.com)

Please note that Smarttool Trading SC Limited may not accept complaints submitted by any other mean/method (i.e. telephone, etc.).

Complete, up-to-date as well as accurate information is required to be provided to Smarttool Trading SC Limited for the proper investigation and evaluation of your complaint. Please note that the below *Complaint Form* is only indicative and not exhaustive. Smarttool Trading SC Limited may request further information and/or clarifications and/or evidence as regards your complaint. Moreover, Smarttool Trading SC Limited may request from you to re-submit a new *Complaint Form* in case it considers that you have incorrectly and/or falsely completed your *Complaint Form*.

Smarttool Trading SC Limited will try to resolve your complaint on the basis of good faith, fairness and by taking such action as it is consistent with market practice.

## Axiainvestments.com Client Complaint Form

### PART I. CLIENT DETAILS

Questions marked with an asterisk (\*) are mandatory.

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1. Title\*

Mr./Mrs./Ms.

2. First Name\*

\_\_\_\_\_

3. Last Name\*

\_\_\_\_\_

4. ID or Passport Number\*

\_\_\_\_\_

5. Nationality\*

\_\_\_\_\_

6. Mobile Phone Number\*

(Please include country code)

\_\_\_\_\_

7. Home / Work Phone Number\*

\_\_\_\_\_

8. Email Address\*

\_\_\_\_\_

9. Residential Address\*

Street Address and Number

\_\_\_\_\_

City

\_\_\_\_\_

State/Province

\_\_\_\_\_

ZIP/Postal Code

\_\_\_\_\_

Country

\_\_\_\_\_

## PART II. COMPLAINT DETAILS

1.Brand Name\*

\_\_\_\_\_

2.Username / Account Number of Account Held with the Company (axiainvestments.com) \*

\_\_\_\_\_

3.Please provide the name(s) of the contact person(s) at Smarttool Trading SC Limited at the time of your complaint

Contact Person\* \_\_\_\_\_

Contact Person's Email\* \_\_\_\_\_

Additional Contact's Name \_\_\_\_\_

Additional Contact's Email \_\_\_\_\_

4.Please provide a Summary of your complaint in the space provided below. Please try to justify the disputed amount and/or to include details that will facilitate the Company in investigating your complaint. \*

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5.When did the issue you are complaining about take place? \*

Please enter the date

\_\_\_\_/\_\_\_\_/\_\_\_\_\_  
MM/ DD/ YYYY

6.When did you first notice that there might be a problem? \*

Please enter the date

\_\_\_\_/\_\_\_\_/\_\_\_\_\_  
MM/ DD/ YYYY

7.Have you communicated your complaint to Smarttool Trading SC Limited and/or its associates? \*

Yes / No

**If you answered YES to the question above, please state the date you first informed Smarttool Trading SC Limited and/or its associates of your complaint and the name of the person you discussed your complaint with:**

Please enter the date

\_\_\_\_/\_\_\_\_/\_\_\_\_\_  
MM/ DD/ YYYY

**Smarttool Trading SC Limited Representative's Name**

Please, enter the name of Smarttool Trading SC Limited representative

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**Smarttool Trading SC Limited Representative's Email**

Please, enter the email address of Smarttool Trading SC Limited representative

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**Method of Communication**

Email / Live Chat / Phone / Other

8. Have you reported your complaint to any authority? \* Yes / No

9. If you answered Yes to the question above, which financial authority have you contacted?

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Please attach together with this form any supporting evidence to your claim that will facilitate the Company's investigation of your complaint. Supporting evidence may consist of any documentation (screenshots, chats, phone records etc.) relevant to the complaint.

I hereby certify and confirm that to the best of my knowledge, the information furnished above is true, accurate, correct and complete. \*

I confirm

I acknowledge that Smarttool Trading SC Limited will give proper notification about my complaint within two (2) days from the receipt of your complaint and provide a unique reference number. The unique reference number should be used in all future contact with the Company, the Financial Ombudsman and/or FSA regarding the specific complaint. \*

I confirm

**RISK WARNING**

Contracts for difference ('CFDs') is a complex financial product, with speculative character, the trading of which involves significant risks of loss of capital. Trading CFDs, which is a marginal product, may result in the loss of your entire balance. Remember that leverage in CFDs can work both to your advantage and disadvantage. CFDs traders do not own, or have any rights to, the underlying assets. Trading CFDs is not appropriate for all investors. Past performance does not constitute a reliable indicator of future results. Future forecasts do not constitute a reliable indicator of future performance. Before deciding to trade, you should carefully consider your investment objectives, level of experience and risk tolerance. You should not deposit more than you are prepared to lose. Please ensure you fully understand the risk associated with the product envisaged and seek independent advice, if necessary.

**Email:** [info@smarttoolsc.com](mailto:info@smarttoolsc.com) / **Web:** <https://axiainvestments.com> / **Phone:** +357 9 598 6323

**Address:** F20, 1st Floor, Eden Plaza, Eden Island, Republic of Seychelles

Company Number: 8424753-1 License Number: SD034