COMPLAINTS HANDLING PROCEDURE

VENOR MARKETS

SUBMISSION, INVESTIGATION AND REVIEW PROCESS

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ISSUED BY	Venor Ltd
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Issued by Venor Ltd, incorporated in Saint Lucia under registration number 2026-00242. This is an approved company document and must be read with the agreements, disclosures and schedules applicable to the relevant service or account.

Approval, commencement and review

This document has been approved and issued by Venor Ltd and becomes effective when published or otherwise communicated through an official Venor channel. It remains applicable until amended, replaced or withdrawn.

Venor may review or update this document where reasonably required by legal, regulatory, operational, commercial, technology, security, risk, product or market developments. Material changes apply prospectively following any notice or renewed acceptance required by the applicable agreement or law. Administrative, explanatory or non-material updates may take effect upon publication or valid communication.

Where publication channels are temporarily not synchronised, the latest version validly communicated to the affected person shall apply. Venor will correct any discrepancy within a reasonable period. Earlier versions continue to govern matters arising while they were applicable.

1. Document status and scope

This document is issued by Venor Ltd, incorporated in Saint Lucia with registration number 2026-00242, trading as Venor Markets (Venor, we, us or our). Its purpose is to provide a fair, accessible and documented process for complaints.

It applies to clients, applicants, former clients, partners and authorised representatives. Using this procedure does not remove any legal right or prevent urgent court or authority action where available.

Venor Ltd's incorporation is not, by itself, a representation that it is licensed or supervised as a forex or CFD broker in every country. Services are offered only where Venor determines they may lawfully and operationally be made available. Nothing in this document is investment, legal, tax or personal financial advice.

2. What is a complaint

A complaint is an expression of dissatisfaction about a Venor product, service, decision, employee, representative, execution, payment, privacy, eligibility or contractual matter where a response or remedy is expected. A routine question or technical request becomes a complaint when dissatisfaction or requested remediation is clear.

3. How to submit

Email support@venormarkets.com with the subject 'Formal Complaint' or use the complaint function displayed in the CRM. Include the full name, account or application identifier, contact details, dates, transaction or order references, a clear description, supporting evidence and the requested outcome. Do not send passwords, one-time codes or unnecessary payment credentials.

4. Process and target times

1. Venor records the complaint, assigns a reference and aims to acknowledge it within two business days.
2. An investigator independent of the matter where reasonably practicable reviews relevant CRM, platform, payment, communication and approval records and may request further information.
3. Venor aims to issue a reasoned final response within 15 business days after receiving sufficient information. A complex matter may require up to 30 business days; Venor should explain the delay and provide a progress update.
4. The response states the material facts considered, the decision, any remedy and available internal review route. Where legally appropriate, it also identifies an available external route.

Targets are service standards, not guaranteed deadlines where delay results from missing information, third-party dependencies, legal restrictions, fraud or sanctions checks, market-record reconstruction or exceptional events. Venor will nevertheless act without unreasonable delay.

5. Holds, trading and evidence

A complaint does not automatically suspend trading obligations, margin requirements or undisputed payments. Venor should limit any hold to the genuinely affected amount where practical. Relevant records must be preserved. Clients should avoid altering original files and should retain statements, screenshots and communications.

6. Fair treatment and remedies

Complaints are assessed consistently, without retaliation and on available evidence. Possible outcomes include explanation, correction, reprocessing, restoration of access, fee adjustment, payment of a verified amount, process improvement, rejection with reasons or another proportionate remedy. Venor does not promise a particular outcome.

7. Representatives, accessibility and language

A representative may act with verified authority. Venor may request identity and authority evidence. Reasonable assistance or an alternative communication method may be offered where operationally available. A translated response may be provided, but the controlled English version prevails to the extent permitted by law.

8. Recordkeeping and escalation

Venor records complaint category, owner, evidence, dates, decision, remedy and root-cause actions. A dissatisfied complainant may request internal review within 15 business days of the final response, identifying the alleged error or new evidence. The applicable Client Trading Terms govern formal dispute forum and law.

Contact and complaints

Questions about this document may be sent to support@venormarkets.com with the subject 'Formal Complaint'. Postal correspondence may be sent to Ground Floor, The Sotheby Building, Rodney Village, Rodney Bay, Gros-Islet, Saint Lucia.

A person may use Venor's published Complaints Handling Procedure. Nothing in this document excludes liability, remedies or rights that cannot lawfully be excluded.