



COMPLAINT & DISPUTE POLICY



Luzuna

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1 Introduction

1.1. The Company established the Complaint & Dispute Policy as a guideline, which the Client must acknowledge and follow when submitting a complaint or dispute. The Company's objective with this document is to embed a fair, effective, and efficient handling and resolving process for all complaints and disputes.

2 Identifying Disputes

2.1. In case of a dispute that may arise between the relevant parties, the Client must take immediate measures to remedy such a situation by contacting the Company's representative on the available means of communication or those contacts indicated on the Company's official Website, including when:

- a. The Client notices a discrepancy between the trading results that are displayed and those that should have been displayed
- b. The Client refuses to complete his obligations toward the Company
- c. The Client has a solid ground to terminate this Agreement
- d. Any conflict of interest related to this Agreement or other contracts with the Company

3 Filing Process

3.1. The Client must also submit his/her complaint to the Company in writing to the following email address: support@luzuna.com. The Client should send his/her discrepancy concerns using his/her registered email with the Company for prompt identification. After submitting the written complaint, the Company will verify it within thirty (30) business days if the Client's claim is sufficiently documented and then present its position to the Client. The Company reserves the right to reject the request if a different email address is used when sending the discrepancy. If the Client has limited access to his/her registered email, he/she must directly inform the Company by email before submitting his/her discrepancy request.

3.2. Within thirty (30) business days, starting from the complaint's submission date, the Company will examine the Client's claim. Therefore, the Client must maintain communication with the Company, including phone calls and email correspondence, where he/she must be responsive and available to resolve his/her case with optimum results.

3.3. Moreover, within the 30-day period of the Company examining the relevant complaint, the Client is obliged not to make any public statements relating to the matter. If the Client violates the indicated obligation, he/she will be liable for paying reputational damages starting from \$1000.00 (One Thousand US Dollars) to the Company, and the cumulative maximum of the payment may reach \$500,000.00 (Five Hundred Thousand US Dollars).

Trading currencies and CFDs on Margin involves substantial risk and might not be appropriate for every investor. It is possible to incur a loss equivalent to or exceeding the entire capital. Before using Luzuna's services, please acknowledge all the potential risks of trading and assess whether the critical factors align with your ability to accept such risks. Such factors include your risk appetite, expertise, investing experience, and trading preference.



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4 Terms of the Policy

4.1. If the Client does not comply with the complaint and dispute's terms, he/she waives the right to mitigate any loss. Moreover, the Client bears full responsibility for the dispute's result, regardless of the floating profit or loss's impact on the total amount of profit or loss.

4.2. The Client and the Company should undertake every effort to resolve any dispute constructively in good faith. The Client acknowledges and agrees that threats and blackmail against the Company are prohibited. Such actions constitute a legitimate ground for terminating the negotiations and any business relationship between the parties.

4.3. Without prejudice to any other Company rights included in this Agreement, if the parties are in disputes related to a trade warrant, the Company has the right to accept opinions and actions that it considers reasonable to limit the maximum amount involved in the dispute. Accordingly, the Company may apply such measures immediately at its sole discretion and in compliance with the Terms of Use. The Company is not liable and has no obligations to the Client for any fluctuations and risks on the Client's trading accounts.

4.4. This Agreement is governed by the Company's jurisdiction, where any proceeding and settlement involving the Client and the Company will occur in the competent courts of the Company's applicable jurisdiction.

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