

HQBROKER

DISPUTE POLICY AND COMPLAINT POLICY

Dispute Policy

The Company acknowledges that the Client may have dispute claims and complaints.

In relation to any dispute claims and complaints, the Company expects the Client to inform the Company about the issue at the earliest possible time.

The Client shall be reminded that the dispute claim must be arising out of or in connection with the Agreement. Any dispute claim bearing no connection with the Terms and Conditions set in the Agreement shall be considered invalid.

Moreover, dispute claims arising from the Client's negligence and violation of the Agreement's Terms and Conditions shall not be legible for the dispute claim proceedings.

Once the dispute claim is deemed valid, he/she must then provide all the required details to clarify the situation. The date and time of the dispute's occurrence/s shall always be indicated. The Company will review the dispute and shall take action at the earliest possible instance.

Complaints Policy

Upon registration, the Client must submit specific, accurate, and valid identification information. The Client shall be given his/her Account's login ID and password with HQBroker, and must shoulder the responsibility of keeping them secured. The Client is held solely responsible for any damage or violation caused by any act of negligence, omission, or carelessness resulting to the improper and/or illegal use of his/her Account.

If the Client registers as a commercial entity, he/she affirms and guarantees that he/she has the authority to bind the entity to the Agreement.

The Company will treat all information according to the terms set in the disclosure of information policy and the Privacy Policy. The Company guarantees the Client that records of complaints and the measures taken to resolve them are properly and safely stored, ensuring fair and efficient resolution for the Client's dispute claims and complaints.

Notifications and status updates in connection to the Client's dispute claims and complaints shall be given via email. However, the Client must first request for notifications and updates, which the Company is not obliged to send.

Such notifications and updates will include, but are not limited to, the actions the Company may or may not take regarding the dispute claim or complaint, and the estimated length of time the Company needs to resolve the issue.