



# Dispute Resolution Policy

NOVEMBER 2021

This Dispute Resolution Policy describes how Raw Trading Ltd (hereinafter referred to as the “Company”, “We”, “our”, “us”) will handle its clients’ complaints.

## 1. Definitions

«Complainant» means any person, natural or legal, who is a client of the Company.

«Complaint» means a statement of dissatisfaction by a client addressed to the Company relating to the provision of investment and/or ancillary services provided to the client by the Company.

## 2. Submission of a complaint

Any query and/or concern and/or issue and/or problem and/or complaint you may have in respect of the services provided by the Company under the Terms & Conditions should be made in writing and addressed to the Customer Support Department via the "Contact Us" page on our website.

If for any reason your complaint has not been resolved by the Company, then you can refer your complaint to the Financial Commission (<https://financialcommission.org/>) within 30 days from receipt of the decision by the Company.

## 3. Financial Commission

The Company is a member of The Financial Commission, an independent and impartial Forex and CFD dispute resolution organization that offers, on a per case basis, up to €20,000 of coverage on each and every dispute submitted through their organization from clients of listed member Forex Brokers.

### ***How does it work?***

The Compensation Fund acts as an insurance policy for members’ clients. This fund will be held in a separate bank account and be only used should a member refuse to adhere to a judgment from the Financial Commission.

### ***How is Compensation Fund financed?***

The Compensation Fund is financed by the Financial Commission through the allocation of 10% of the monthly membership dues to the fund.

***Who is covered?***

It is very important to understand that fund will only be used for a judgment that has been made by the Financial Commission; a member's entire client base is not entitled to a payout from the compensation fund.

***What is the maximum coverage?***

The Compensation Fund will only cover judgments up to €20,000 per client.

***Certificate:***

<https://financialcommission.org/icmarkets/>