



MET TECH GLOBAL LTD.

Suite 305, Griffith Corporate Centre
Beachmont 1510
Kingstown
St. Vincent and the Grenadines

COMPLAINTS POLICY

Met Tech Global Ltd. strives to build strong, long-lasting relationships with all our stakeholders, including and most importantly with our clients. In keeping with this, we view your comments, suggestions and concerns as matters of premiere importance.

COMPLAINTS POLICY

INFORMATION ABOUT OUR COMPLAINTS PROCEDURE

Met Tech Global Ltd. strives to build strong, long-lasting relationships with all our stakeholders, including and most importantly with our clients. In keeping with this, we view your comments, suggestions and concerns as matters of premiere importance. We also recognise that a client's dissatisfaction is an opportunity for us to improve by enhancing our products and level of service.

WHAT SHOULD I DO IF I HAVE A COMPLAINT?

In the unlikely event that you are dissatisfied with the service provided by Met Tech Global Ltd. Our customer service aim to resolve any complaints within three (3) working days as soon as the complaints will be lodged. Please contact our Customer Service as soon as possible via email: support@metfx.com.

If you have a trading question, you can submit a trade enquiry by submitting the Online Trade Audit Form. Please note that all trading enquiries must be logged as quickly as possible after the trading issue has occurred. We have a dedicated team of professionals that are trained to research and resolve trade enquiries. Once the trade has been researched you will be contacted and you will receive a full explanation of what occurred on the trade(s) that were reported for investigation. If the Trade Audit Committee determines you were negatively impacted by a technical issue, an adjustment will be offered.

If our customer service or trade audit teams are unable to resolve the matter or if you wish to submit a complaint without working with our customer service or trade audit teams, you may submit a formal complaint by completing our Online Complaint Form on our website www.metfx.com/index.php/complaint-forms or email directly to compliance@metfx.com

The complaint will receive an impartial review to determine if we have acted fairly within our rights and have met our contractual obligations. We will acknowledge your complaint promptly, and a full written response will be provided within eight (8) weeks of receiving the complaint.

If you are not satisfied with our resolution of your complaint or if we do not respond to your complaint in reasonable time, you may have the right to escalate your complaint further with relevant authorities.

Company Address:

Suite 305, Griffith Corporate Centre, Beachmont, Kingstown, St. Vincent and the Grenadines

Customer Service:

Email: support@metfx.com

Compliance:

Email: compliance@metfx.com

Online:

<https://metfx.com/index.php/complaint-forms>

Telephone:

+44 20 3289 5271



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