



# Complaints Handling Procedure

NOVEMBER 2023

**IC MARKETS LTD**, with company registration number 76823 C, is authorised and regulated by the Securities Commission of the Bahamas with license number SIA-F214 and its Head Office is located at the Balmoral Corporate Centre, Unit H, First Floor, Sandford Drive, New Providence, Nassau, Bahamas.

[www.icmarkets.bs](http://www.icmarkets.bs)

## 1. Introduction

- 1.1 **IC Markets Ltd** (hereinafter the “**Company**”), with company registration number 76823C, is authorised and regulated by the Securities Commission of The Bahamas (hereinafter the “**Commission**”) with license number SIA-F214 and its Head Office is located at the Balmoral Corporate Centre, Unit H, First Floor, Sandford Drive, New Providence, Nassau, Bahamas.

## 2. Queries

- 2.1 If you are dissatisfied with our services, or if you have a query regarding your account or activity with us, you may contact the Customer Support Department via live chat, e-mail or telephone. Our Customer Support Department will determine if your query can be resolved immediately or if it will require further investigation; if your query cannot be resolved immediately, we remain committed in addressing and/or resolving it in a prompt manner.
- 2.2 If you are not satisfied with the response to the query or grievance you received, then you may raise this further with the Compliance Department following the process indicated in the “Complaints Procedure” below. For any complaints or grievances please contact our client support team by email at [support@icmarkets.bs](mailto:support@icmarkets.bs).

## 3. Complaint Procedure

- 3.1 If our support representative is not able to resolve your issue, you can proceed with an official complaint. An official complaint means a statement of dissatisfaction relating to the provision of investment services, addressed by a Complainant to the Compliance Department, as indicated in the Procedure.
- 3.2 Complaints must be sent by e-mail at [compliance@icmarkets.bs](mailto:compliance@icmarkets.bs) to the Compliance Department.
- 3.3 The communication must be received from the registered e-mail of the Client or the Client's Appointed Representative as soon as possible after the subject matter of the complaint arose.
- 3.4 Upon receipt of the Complaint, we will investigate the complaint and reply, within twenty-one (21) days of receipt, to the Complainant about the outcome/ decision.

## 4. Next Steps

4. If you are not satisfied with our final response to your complaint, then you can contact the Securities Commission of The Bahamas by email on [ecomplaints@scb.gov.bs](mailto:ecomplaints@scb.gov.bs). Further information can be found on <https://www.scb.gov.bs/complaints/>.