

Complaints and Disputes



 Complaints and Disputes

1. If the Client wishes to report a complaint, he must complete the Complaints Form (Appendix 2) and send it via email at info@fxgrow.co. The Company will try to resolve it without undue delay and according to the Company's Complaints Procedure.
2. If a situation arises which is not expressly covered by this Agreement, the Parties agree to try to resolve the matter on the basis of good faith and fairness and by taking such action as is consistent with market practice.
3. It is noted that the Client has the right to make a complaint at the Financial Ombudsman of Vanuatu, once it is activated.
4. The Client's right to take legal action remains unaffected by the existence or use of any complaints procedures referred to Above.

FxGrow Limited (www.fxgrow.co) is registered and regulated by the Vanuatu Financial Services Commission (VFSC) with a registration number 40308 and licensed by The Dealers in Securities act [CAP70].

Risk Warning

Trading leveraged products such as Forex and CFDs carries a considerable level of risk, as such it may not be suitable for all investors. Whilst leverage enables traders to magnify their profits on successful trades, it also magnifies losses on unsuccessful trades; meaning that it is possible to sustain significant losses, perhaps even the entire sum of your invested capital. As such, we urge all clients to adopt a prudent risk management strategy in accordance with their investment goals and level of trading experience. Please ensure you read our Risk Disclosure, Terms and Conditions and Trading Rules in full.

