

XENOSTRATS | COMPLAINT & DISPUTE POLICY

© 2026 XENOSTRATS LTD. ALL RIGHTS RESERVED.

1. DISPUTES

1.1. The Company aims to provide services in the most effective and efficient ways and with the highest standard of service. This policy aims to ensure that the Client's concern is attended to promptly, fairly, and consistently.

1.2. In any event that the Client files for a dispute, he/she must provide the necessary and complete information regarding the nature of the claim, including but not limited to the Client's account details, date and time of occurrence, and other details that the Company deems required for the circumstance.

1.3. The Client understands and agrees that the dispute may only be considered valid if the situation arose from or is in connection with the Agreement, if it is not a result of the Client's negligence or violation of the Company's terms and conditions, or if it is a result of a misunderstanding and miscommunication.

1.4. If the dispute is regarding the Client's transaction of funds, he/she must provide the most recent bank statement of his/her involved account.

1.5. If the claim is valid, the Client can send his/her dispute by contacting the Company's email: support@xenostrats.com and the Company will act accordingly.

1.6. If the claim is tagged invalid, the Company will not consider it eligible for the proceedings to resolve the respective concern or issue.

1.7. The Client must take immediate measures to remedy the following possible discrepancies by contacting the representative of the Company on the available means of communication or those contacts indicated on the Company's official website. Such possible discrepancies include but are not limited to the following:

- a) If the Client believes that a discrepancy has occurred between the displayed trading results and those that should have been displayed
- b) In cases where the placed order was not displayed or was changed
- c) If the position that was to be opened is closed or the position which must be closed is not closed
- d) When additional positions or orders that the Client did not execute appear

1.8. If the Client fails or omits to comply with these actions, the Client waives any of his/her rights to mitigate any losses, as the Client bears full responsibility from the moment of his/her failure or omission to perform the corresponding actions, regardless to the impact of profit or loss on the total amount of profit and loss.

1.9. Upon submitting the dispute, the Company will verify it within thirty (30) business days if the Client's dispute is sufficiently documented and to present its position to the Client.

CFDs are complex instruments and come with a high risk of losing money rapidly due to leverage. 75% of retail investor accounts lose money when trading CFDs. You should consider whether you understand how CFDs work and whether you can afford to take the high risk of losing your money.



1.10. The Client understands and agrees with clause 2.3., which also applies when filing disputes.

1.11. The Client and the Company undertake every effort to resolve any dispute in good faith and on a constructive basis. The Client acknowledges and agrees that threats and blackmail against the Company are prohibited. Such actions constitute a legitimate ground for the termination of negotiations and the immediate termination of any business relationship between the parties.

1.12. Without prejudice to any other Company's rights under this Agreement, if the parties are in dispute regarding a trade warrant, the Company has the right, in its sole discretion and without prior notice, to accept any opinion and actions that it considers reasonable to limit the maximum amount involved in the dispute. The Company is not liable, or has no obligations to the Client, for any fluctuations and risks on the Client's trading accounts.

2. COMPLAINTS

2.1. The Company has established an internal complaints procedure to ensure that the relevant department manages the Client's complaint efficiently. For the Company to investigate and immediately resolve the problem, the Client must provide the following information:

- a) Full name, address, and other contact information
- b) Account number
- c) Description of your complaint

2.2. The Client must also submit his/her complaint to the Company in writing to the following email address: support@xenostrats.com

2.3. Within thirty (30) business days from the day of the complaint submission, under which the Company is examining the Client's complaint, the Client is obliged not to make any public statements in any form relating to his/her complaint. In case the Client violates his/her obligation, as described above, he/she will be liable for paying reputational damages of \$100.00 (One Hundred U.S. Dollars) per day to the Company, starting from the day of such violation and the cumulative maximum of the payment may reach \$10,000.00 (Ten Thousand U.S. Dollars).

CFDs are complex instruments and come with a high risk of losing money rapidly due to leverage. 75% of retail investor accounts lose money when trading CFDs. You should consider whether you understand how CFDs work and whether you can afford to take the high risk of losing your money.

