



## **Complaint and Dispute Resolution Policy**

**SM-INVEST is a trading name of Scope Markets Ltd. Financial Services are provided by Scope Markets LTD, registration number 145,138 (registered address: 5 Cork street, Belize City, Belize). Scope Markets Ltd is regulated by the International Financial Services Commission of Belize (IFSC) under license numbers 000274/58 and 000274/57.**

In the unlikely event that you have any reason to feel dissatisfied with any aspect of our services, in the first instance you should contact our customer services team, as the vast majority of complaints can be dealt with at this level, via mailing at [customerservice@sminvest.com](mailto:customerservice@sminvest.com) .

Very often issues may arise as a result of misunderstandings and can be easily resolved by our customer services team. If our customer services team is unable to resolve the matter or you feel that our service has not met your expectations and you wish to raise this as a formal complaint, you may then refer it as a complaint to our Compliance Department.

Their role is to independently review all complaints constructively and sympathetically, ensuring that where we are at fault, things are put right at the earliest opportunity. Please set out the complaint clearly, ideally in writing.

The Compliance Department will carry out an impartial review of the complaint with a view to understand what did or did not happen and to assess whether we have acted fairly within our rights and have met our contractual and other obligations.

A full written response will be provided within eight weeks of receiving the complaint.

Complaint can be submitted via email at [customerservice@sminvest.com](mailto:customerservice@sminvest.com) or via mail to Compliance Department, Scope Markets Ltd, 21 Regent Street, Belize City, Belize.

If you do not feel that your complaint has been resolved satisfactorily by the Compliance Department, you are then able to refer your complaint to the Chief Executive Officer. Details of the Chief Executive Officer will be provided by the Compliance department in their final response to your complaint. Any referral to the Chief Executive Officer must take place within six months of the Compliance department's final response letter, and you should also note that the Chief Executive Officer will not consider a complaint until the compliance department have had the opportunity to address the complaint.

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