Complaint Handling Policy

Version: August 2026

Support: support@axfx.com

Complaints: complaints@axfx.com

ApogeeX - Complaint Handling Policy

This Complaint Handling Policy is issued by **ApogeeX Capital LLC** ("ApogeeX", "we", "us" or "our"), a limited liability company registered in Saint Vincent and the Grenadines under company number **4536 LLC 2026**, with its registered office at Suite 305, Griffith Corporate Centre, Beachmont, Kingstown, St. Vincent and the Grenadines.

This Policy applies to complaints about ApogeeX and the services it provides under the Client Service Agreement.

1. Policy Statement

ApogeeX is committed to handling complaints fairly, promptly and impartially. This Policy explains how complaints are received, investigated and answered.

2. What Constitutes a Complaint

A complaint is an expression of dissatisfaction by a client or former client about ApogeeX's products, services, account handling, trade execution, deposits and withdrawals, operational processes or conduct, where a response or remedy is expected.

3. How to Submit a Complaint

Send your complaint by email to complaints@axfx.com. Where available, please include:

- your name, account number and contact details;
- a description of the issue, with relevant dates and transaction or order numbers;
- any supporting records, such as screenshots or statements; and
- the outcome you are seeking.

Do not send passwords or full payment-card details.

4. Internal Handling Process

- **Acknowledgement:** we will acknowledge receipt within 48 hours and provide a reference number.
- **Investigation:** the complaint will be reviewed impartially, using the relevant trading, account and communication records. We may ask you for further information.
- **Response target:** we aim to provide a written response within 21 calendar days of receipt.
- **Extended review:** if more time is needed, we will tell you why, what progress has been made and when you can expect a response.
- **Final response:** our final response will set out our findings, the reasons for them and any remedy we offer.

Trade and pricing complaints are assessed in accordance with the Client Service Agreement, including its provisions on Orders, quoting errors, margin and close-out, using the trading platform's server records.

5. If You Remain Dissatisfied

If you are not satisfied with our final response, you may ask for the matter to be reviewed by our senior management by replying to the final response with your reasons. Senior management review is the final stage of our internal process. As ApogeeX is not authorised or regulated by a financial regulator, no external ombudsman or dispute resolution scheme is available.

6. Record Keeping and Confidentiality

All complaints and related correspondence are recorded and retained in accordance with applicable law and our internal policies. Complaints are treated confidentially, and information about them is shared only with those who need it to investigate or resolve the complaint, or where disclosure is required by law.

7. Policy Review

This Policy may be reviewed and updated from time to time. The current version is published at axfx.com.

8. Contact

Complaints: complaints@axfx.com

General enquiries: support@axfx.com