

Summary of Complaints Handling Policy

1. Overview

V Global Markets Limited, trading as Vanto (the “Company”) is licensed and regulated by the Financial Services Authority (FSA) Seychelles under license number SD236.

We are committed to maintaining a **fair, transparent, and efficient** process for handling all client enquiries and complaints.

This document provides a **summary** of our complaints handling process. We follow a detailed internal policy that fully complies with the **FSA Seychelles’ Complaint Handling Regulations** to ensure every complaint is managed fairly and efficiently.

This document explains **how you can raise a concern** and how we will manage, acknowledge, and resolve it.

2. Submitting an Enquiry

If you have a question or need clarification about our services:

✉ support@vantotrade.com

☎ +44 7484 140504 - Telegram

☎ +44 7484 140504 - WhatsApp

Most enquiries are resolved within **three (3) business days**.

If more time is needed, we will inform you and keep you updated.

3. Submitting a Complaint

If you are dissatisfied with our products or services, you may file a formal complaint.

Step 1 – Complete the Complaint Form

- Download and fill in the **Complaint Form** available <https://docs.vantotrade.com/VGM-Complaint-Form.pdf>
- Provide accurate details, including the **date and nature of the issue** and any **supporting documentation** (e.g., statements, correspondence, screenshots).

If you cannot access the form electronically, please contact us for assistance.

Step 2 – Submit the Complaint

Email the completed and signed form to:

✉ complaints@vantotrade.com

You may also reach out via any official communication channel shown on our website for initial guidance.

Step 3 – Complaints by Authorised Representatives

Complaints may be submitted by a third party authorised in writing by the complainant.

The Company may request:

- Identification of both the complainant and representative;

- The relationship between them;
- The reason the complainant cannot lodge the complaint personally; and
- A signed authorisation letter.

Step 4 – Acknowledgement

You will receive a **written acknowledgement within two (2) business days** including a **unique complaint reference number**.

Please use this number in all future correspondence.

Step 5 – Investigation & Resolution

The Company will review your complaint **impartially** and aim to provide a **final response within twenty-one (21) business days** of receipt.

If the matter is complex and requires more time, we will notify you in writing of the reason for the delay and provide an **updated timeframe (up to ninety (90) business days maximum)**.

4. Outcome and Communication

Once our investigation is complete, we will send you a **Final Response Letter** summarising:

- Your complaint and the issues considered;
- The investigation outcome;
- Any corrective or remedial action offered;
- The timeframe to accept or decline the proposed remedy; and
- Your right to escalate the complaint to the FSA if you remain unsatisfied.

A complaint is treated as closed when:

(a) the matter has been resolved, (b) no further action is required, or (c) the complainant fails to respond within a reasonable period.

5. Vulnerable Complainants

We recognise that some customers may be **vulnerable** due to personal circumstances (e.g. age, disability, language barriers, financial hardship).

Such cases are handled with **extra care, confidentiality, and priority**.

Where appropriate, an authorised representative may act on the complainant's behalf, subject to verification. Please use the form <https://docs.vantotrade.com/VGM-Complaint-Form.pdf> in this case.

6. Record Keeping and Monitoring

All complaints are recorded in our **Complaints Register** and retained for **seven (7) years** in line with Seychelles laws.

All personal information is handled confidentially and used solely for complaint resolution.

7. Escalation to the Financial Services Authority (FSA)

If you are dissatisfied with our final response, you may refer the matter to:

Financial Services Authority (FSA)

Bois De Rose Avenue, P.O. Box 991, Victoria, Mahé, Seychelles

✉ complaints@fsaseychelles.sc

🌐 <https://fsaseychelles.sc/complaint-handling>

📄 [FSA Complaint Form Download](#)

8. Contact Us

For any assistance regarding this process, please contact:

✉ complaints@vantotrade.com

🌐 <https://vantotrade.com/contact/>