

Complaints & Disputes Resolution



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VLOM LTD.

Complaints and Disputes Resolution

We have implemented the terms and procedures in this Complaints and Disputes Resolution to manage issues and concerns accordingly, and for which we may resolve with appropriate solutions.

If you intend to file for a complaint or dispute, you must provide your full name, trading account number, registered email, and brief overview with important details in writing to our official email address. You accept that we may request for additional information and documentation to resolve your filed complaint or dispute accordingly. If such complaint or dispute is related to any financial transaction in your trading account, you acknowledge that we may require you to provide your most recent bank statement with the account you used to perform the relevant transaction.

Once you have filed and submitted a complaint or dispute, such matter will be assessed and reviewed accordingly, and will be subject to our approval if we need to take further steps in resolving the matter. You acknowledge and agree that we may only consider your complaint or dispute valid if it is in relation with our official Terms and Conditions, or if it arose from miscommunication of either party. Any complaint and dispute out of negligence or violation of the Terms and Conditions will not be pursued for resolution, and will be managed accordingly by our workforce. Received complaints and disputes will be verified and assessed within 7 business days. We may provide its resolution or definitive solution through email.

For any discrepancy that may occur in connection with your trading account must be reported immediately to our official email address. Such discrepancies may include, **A.)** that an executed order did not appear in your trading account and/or platform; **B.)** an unknown or unprompted order was executed in the trading account or platform; **C.)** an executed order was modified unknowingly or inadvertently; **D.)** a trade was supposed to be closed but is still ongoing; and if **E.)** there is a closed trade that should still be ongoing. You acknowledge and accept that if any of the foregoing occurrences is not reported to us immediately, you will be solely liable for any loss and/or damage that you may incur.

While filed complaints and disputes are assessed constructively, you acknowledge and agree that resolution of any issue or matter requires action from all relevant parties. You agree that you will not disclose or publish any form of statement regarding such matter before we have assessed to resolve the matter. You further agree that threatening and/or blackmailing us or any of our workforce is strictly prohibited and may result in legal actions, regardless of the conflict that arises. Any supposed threat or blackmail to us or our workforces may not only result in legal actions, but also restriction, termination, and/or cancellation of access, service, and/or your obtained profits.

If there are any claims related to the Terms and Conditions or any agreements and contracts with Vlom, you agree that you will address us such claim directly. All claims can be sent through email, which must be sent from your registered email address with Vlom and must remain confidential until presented with a final resolution. You must comply with our non-disclosure provisions, which otherwise may result in payable reputational damages.

For any dispute in connection with the trade warrant, we may, but are not obligated to, accept recommendations and actions that are considered valid to reduce the maximum amount involved in the dispute.