
COMPLAINT RESOLUTION PROCESS

1. TENKOFX INTERNAL COMPLAINT RESOLUTION PROCESS

As a financial service provider TenkoFX is required to have an internal complaints handling process for the services we provide. We treat every complaint as an opportunity to assess our business processes, identify weak areas and improve our services wherever possible. We are fully committed to continually improving our customer service based on the feedback we receive.

If you have an issue to report we recommend that you contact our online client support desk in the first instance. Most of the issues experienced by our customers are the result of minor technical failures. These can usually be resolved within minutes by our client support team.

In order to resolve your issue promptly we will need a clear explanation of the problem, with as much detail as possible. Please indicate your customer ID (TenkoDESK ID) number and give us as much information as you can about the facts and circumstances of the situation, with references and screenshots if you have these available.

You can contact customer support in the following ways:

- a. Through the online chat function on our website (www.tenkofx.com).
- b. Through your personal customer area (TenkoDESK) messaging.
- c. By sending an e-mail to support@tenkofx.com.

2. ESCALATION PROCESS

In most cases potential conflicts can be quickly resolved when the facts, evidence and circumstances are established. However occasionally, due to the complexity of the circumstances, our client support team is not able to fully resolve an issue.

If you feel that your concern has not been fully addressed by our client support desk we invite you to initiate an internal investigation by our Compliance Department into the handling of your complaint. This unit is independent from the rest of our business and reports directly to our senior management.

You can initiate an escalation of your complaint by sending your enquiry to compliance@tenkofx.com.

We commit to respond in writing to your enquiry within five working days, and to resolve the complaint or deliver a deadlock notice within 20 working days.

3. RIGHT TO APPEAL TO INDEPENDENT FINANCIAL DISPUTE RESOLUTION AUTHORITY

If your complaint has not been resolved internally, or you are not satisfied with the outcome, you can file a complaint to the International Financial Services Commission.

You can only do this once you have been through our internal dispute resolution process, as the IFSC will only accept a complaint if it has first been made to the organization involved, and the organization has had an opportunity to resolve the complaint internally.

FDR CONTACTS:

Freephone 0508 337 337

Freepost 231075

P.O. Box 5730, Wellington 6145

Email: enquiries@fdr.org.nz

Web: www.fdr.org.nz

As a financial service provider our external dispute resolution scheme is a statutory requirement and is a free service to you.