

# Disputes & Complaints Handling

November 2023



PURE DMA TRADING  
GUARANTEED  
STP EXECUTION



## Tier1FX (Bermuda) Limited

### Disputes and Complaints Policy

Tier1FX's main objective is to establish and maintain clients' relationship based on professionalism, ethics and integrity.

If you are not satisfied with our services, we encourage you to write to us immediately at [support@tier1fx.bm](mailto:support@tier1fx.bm) and we will make every effort to resolve the matter within the shortest time frame possible.

We will acknowledge the receipt of your complaint in writing within 1 or 2 business days. We will also give you indications on how we intend to deal with your complaint.

If your complaint was made to us by phone or chat, this letter will confirm our understanding of your concerns, also giving you a chance to tell us if we have gotten it wrong.

We highly recommend that you use email as that is the most efficient manner for us to respond.

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Tier1FX International is the branded offering of Tier1FX (Bermuda) Limited, a company incorporated and registered in Bermuda with registration number 53475 and registered address Clarendon House, 2 Church Street, Hamilton, HM 11, Bermuda.

**Risk Disclaimer:** OTC leveraged products, including CFDs, are complex investments, which come with a high risk of losing money rapidly due to leverage. You acknowledge that trading derivative financial instruments, including foreign exchange, futures, options, contracts for differences and commodities carry a substantial potential risk of loss and you understand the risks involved and that you are willing to undertake this risk. You further confirm your understanding that the value of these financial instruments is influenced by the price changes of their underlying reference instruments, that these prices may fluctuate both rapidly and widely, that such factors can be neither predicted nor controlled by any party, and that leverage, or "gearing" will disproportionately impact the results of any such transactions. Losses can therefore quickly compound. You will be responsible to ensure your account has sufficient margin to sustain your trading activity. You should consider carefully whether you understand how CFDs work and whether you can afford to take the high risk of losing your money.