



**AGILITYFOREX**

**COMPLAINTS POLICY**

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1. Should you have any query or complaint, it is important that you advise your usual contact at AgilityForex before taking any other action. Our dealers and administrative staff will be pleased to help and may be able to resolve your query or complaint immediately. If you cannot, or do not wish to, contact them, please contact [compliance@agilityforex.com](mailto:compliance@agilityforex.com) for information on how complaints are handled by us internally.
2. In the unlikely event that your concerns cannot be resolved at the first point of contact, we will refer the matter to our Complaints Officer, who will conduct their own investigation and respond to you in writing.
3. We are committed to resolving complaints through our internal complaints procedure. However, should you still remain dissatisfied following the final response from our Complaints Officer, you can refer your case to an independent arbitrator. Under the Client Agreement you agree to be bound by a decision of an arbitrator, such as one appointed by the ADR Chambers in Toronto or a similar arbitration body. The contact details for ADR Chambers are: 112 Adelaide Street East, Suite 200, Toronto, Ontario, M5C 1K9, T: (416) 362-8555, F: (416) 362-8825  
Toll Free: 1-800-856-5154, Email: [adr@adrchambers.com](mailto:adr@adrchambers.com).
4. You should be aware that the above procedure does not prevent either you or AgilityForex from applying to a court for urgent injunctive relief, nor does it prevent either party from lodging an appeal against the decision of the arbitrator in a court.