



Summary of Complaints Handling Policy

AXON MARKETS LTD

June 2026

Summary of Complaints Handling Policy

1. Overview

Axon Markets Ltd (the “Company”), operating under the trade name **Axon Markets**, is licensed and regulated by the **Financial Services Authority (FSA) Seychelles** under license number **SD115** with its registered address at IMAD Complex, 3rd Floor, Office 12, Ile Du Port Mahe Seychelles.

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.

This process applies to current customers, former customers, and prospective customers who have interacted with the Company’s products or services.

2. Submitting an Enquiry

If you have a question or need clarification about our services, you may contact us via:

✉ **support@axonmarkets.com**

☎ **+ 248 4224183**

We aim to resolve most enquiries 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

- Complete the **Complaint Form** attached at the end of this document.
- Provide accurate details and complete information, 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@axonmarkets.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, where reasonably necessary:

- Identification of both the complainant and representative;
- Confirmation of the relationship between them;
- The reason the complainant cannot lodge the complaint personally; and
- A signed authorisation letter from the complainant; and
- Any additional information required to verify the representative's authority.

Step 4 - Acknowledgement

All acknowledgements and responses will be provided in writing via a durable medium, such as email or letter. You will receive a **written acknowledgement within two (2) business days** including a **unique complaint reference number**. The acknowledgement will also confirm the expected timeframe for our response and provide contact details for the team handling your complaint.

Please use this reference number in all future correspondence.

Step 5 - Investigation & Resolution

The Company will review your complaint **impartially** independently, and fairly, 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**).

Raising a complaint will not affect your relationship with the Company. We will not penalise, discriminate against, or disadvantage any customer for submitting a complaint or enquiry.

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) the complainant has accepted the proposed outcome; or
- (c) the complainant fails to respond within a reasonable period after being informed of the outcome.

Closure of a complaint does not affect the complainant's right to refer the matter to the FSA.

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 requirements set out in Step 3 above (Complaints by Authorised Representative). Please use the Complaint Form attached at the end of this document 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 applicable Seychelles laws.

All personal information is handled confidentially and used solely for the purpose of investigating and resolving complaints.

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@axonmarkets.com

✉ www.axonmarkets.com

Appendix 1: COMPLAINT FORM

Axon Markets Ltd - Complaint Form

A. DETAILS OF THE COMPLAINANT

TITLE (MR/MS/MRS):	
FULL NAME:	
NATIONALITY	
PASSPORT/ID NUMBER	
ACCOUNT NUMBER (IF APPLICABLE):	
HOME/BUSINESS ADDRESS:	
TELEPHONE NUMBER:	
EMAIL ADDRESS:	

B. DETAILS OF THE REPRESENTATIVE LODGING THE COMPLAINT ON BEHALF OF THE COMPLAINANT *(IF APPLICABLE)*

TITLE (MR/MS/MRS):	
FULL NAME:	
HOME/BUSINESS ADDRESS:	
TELEPHONE NUMBER:	
EMAIL ADDRESS:	
RELATIONSHIP TO THE COMPLAINANT:	
REASON THE COMPLAINANT CANNOT LODGE THE COMPLAINT THEMSELVES:	

Note: Representative must attach signed written consent from the Complainant authorising them to submit the complaint on their behalf.

C. BRIEF SUMMARY OF THE COMPLAINT

Please describe the product or service you are complaining about (description, evidence, amount and suggested way to be solved):

Please enclose relevant documentation that may help the Company to handle this complaint efficiently. The documentation to be provided by the Client are client's statement, correspondence with the Company and any other supporting documentation to be requested by the Compliance Officer which is relevant to the Client's complaint.

DATE AND PLACE

COMPLAINANT'S SIGNATURE