

RANVOL LTD.

Complaints Procedure

How to complain and how we handle complaints

Version 1.0 · Effective from 30 September 2026 · Forms part of the Client Agreement

Ranvol Ltd. · International Business Company · Registration No. 2026-00670 · Ground Floor, The Sotheby Building, Rodney Village, Rodney Bay, Gros-Islet, Saint Lucia · www.ranvol.com

In short	
Where to send	legal@ranvol.com , from your registered email address
Acknowledgement	Within 5 Business Days
Final response	Within 30 calendar days of receipt
Cost	Free
If you are not satisfied	No ombudsman applies. Disputes are resolved by the courts of Saint Lucia.

1. Scope

- 1.1 This Procedure applies to complaints from clients and applicants of Ranvol Ltd. ("Ranvol", "we", "us") about our services, including account opening and verification, order execution and prices, deposits and withdrawals, fees and charges, the Trading Platform, customer support, and the handling of personal data. It forms part of the Contractual Documents listed in the Client Agreement; capitalised terms have the meanings given there.
- 1.2 A complaint is any expression of dissatisfaction about our services in which you ask us to put something right. General questions and requests are handled by support@ranvol.com and do not need to go through this Procedure. If support cannot resolve your issue, you can raise a complaint at any time.
- 1.3 Losses caused only by market movements, or by your own trading decisions, are not grounds for a complaint in themselves. If you believe an order was executed incorrectly, you can complain about the execution.

2. How to complain

- 2.1 Send your complaint by email to legal@ranvol.com from the email address registered to your Account. Complaints must be made in English. Please include:
 - your full name and Account number;
 - a clear description of the problem and when it happened;
 - for trading complaints: the ticket (order or position) numbers, the Instrument, and the date and time of the events, with your time zone;
 - for payment complaints: the date, amount, method and transaction reference or hash;
 - what you would like us to do to resolve it;
 - any screenshots or documents that support your complaint.
- 2.2 Please complain as soon as possible, and in any case within 6 months of the event. For trading complaints, it helps to write within 5 Business Days, while server logs are easy to retrieve. We may be unable to investigate events older than our record-retention period.
- 2.3 Complaints are not accepted through social media, messaging apps or chat with partners or introducing brokers. An introducing broker is not our agent and cannot resolve a complaint on our behalf.

3. How we handle your complaint

- 3.1 **Acknowledgement.** We acknowledge your complaint by email within 5 Business Days, give it a reference number, and tell you who is handling it. If information is missing, we will ask for it.
- 3.2 **Investigation.** A person who was not involved in the matter complained of investigates it. For trading complaints we review the Trading Platform server logs, our price records, and the prices of our liquidity providers at the relevant time. Our records are conclusive evidence absent manifest error, as set out in the Client Agreement.
- 3.3 **Final response.** We send you a written final response within 30 calendar days of receiving your complaint. It sets out our findings, our decision and the reasons for it, and any remedy we offer. If we need more time because the complaint is complex or we are waiting for information from you or a third party, we will tell you before the 30 days expire, explain why, and give a new date.
- 3.4 **Remedies.** Where we find that we made a mistake, we will put it right. This may include correcting a trade or your Account balance to the position it would have been in without the error, refunding charges, or completing a payment. Adjustments are credited to your Account.
- 3.5 Making a complaint will not affect how we treat you. While a complaint is open, your Account continues to operate normally, unless a restriction applies for another reason under the Client Agreement or our Anti-Money Laundering Policy.

4. If you are not satisfied

- 4.1 If you disagree with our final response, you may reply within 30 days giving your reasons, and a director of the Company will review the complaint and send a final decision within 30 days.

- 4.2 Ranvol Ltd. is not licensed or supervised by a financial services regulator and is not a member of any financial ombudsman or external dispute-resolution scheme. After our internal procedure, any dispute is subject to the governing law and exclusive jurisdiction of the courts of Saint Lucia, as set out in the Client Agreement.
- 4.3 Complaints about the handling of your personal data may also be made to the data protection authority of your country, where one applies, as described in our Privacy Policy.

5. Records

- 5.1 We keep a record of every complaint, our investigation and our response for at least seven years, and we review complaints regularly to identify and fix recurring problems.

Ranvol Ltd. · compliance@ranvol.com · support@ranvol.com · legal@ranvol.com · www.ranvol.com