



Complaints Policy

TabTrade (TabTrade Ltd.)

Date: 23 January 2026
Company: TabTrade (TabTrade Ltd.)
IBC: 2025-00919
Address: Ground Floor, The Sotheby Building
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Trading CFDs and margin foreign exchange involves a high degree of risk and is not suitable for all investors. Leveraged trading carries the possibility of losses that may exceed your initial investment. You should carefully consider your investment objectives, level of experience, and risk appetite before engaging in trading. You do not own or have rights in the underlying assets. Past performance is not a reliable indicator of future results, and tax laws are subject to change. All information provided on this website is general in nature and does not take into account your personal circumstances. We strongly recommend that you seek independent advice if necessary, and read our legal documents carefully before trading with us.

1. How to Make a Complaint

1.1 TabTrade is committed to providing a high standard of service to all clients. If you are dissatisfied with any aspect of our products, services, or conduct, you may lodge a complaint so that we can investigate and address your concerns.

1.2 You can contact us in any of the following ways:

- a. by email: support@tabtrade.com;
- b. through our website: by submitting a support or contact form;
- c. by written correspondence:
addressed to:
Client Support - TabTrade
Ground Floor, The Sotheby Building
Rodney Village, Rodney Bay
Gros-Islet LC01 401, Saint Lucia; or
- d. through our social media channels, where available.

1.3 When submitting a complaint, please include your full name, any relevant account details, your preferred method of contact (such as phone or email), the resolution or outcome you are seeking, and a detailed explanation of the issue.

1.4 You may designate a representative to assist you with submitting or managing a complaint. TabTrade may require written authorisation before communicating with any appointed representative.

2. Acknowledgement

2.1 Upon receiving your complaint, we will confirm it has been logged and work toward a timely resolution.

2.2 If your complaint is made verbally, we will acknowledge it in the same manner and confirm it in writing within five business days, or as soon as practicable thereafter.

2.3 If your complaint is made in writing, including by email or through social media, we will acknowledge it in writing by the end of the following business day, or where circumstances prevent this, as soon as possible.

2.4 When acknowledging your complaint, we will take into account any communication preferences you have advised, such as your preferred method of contact or language.

3. Investigation of Your Complaint

3.1 Some complaints may take longer to resolve as we gather all relevant information.

3.2 We may request further information or supporting documents from you to assist with our investigation.

3.3 Complaints are initially reviewed by our Client Support team. If the matter cannot be resolved at that level, it may be escalated for further review by a senior member of our management team.

3.4 The review will be conducted impartially to determine whether TabTrade has acted fairly, reasonably, and in accordance with its obligations.

3.5 You will be informed of the outcome of our investigation once it has been completed.

4. Complaint Response

4.1 TabTrade will provide a written response and outcome to your complaint, including the reasons for our decision, no later than 45 calendar days after receiving your complaint, where:

- a. your complaint is not resolved within five business days of being received; or
- b. you have requested a written response.

4.2 If your complaint is resolved to your satisfaction within five business days and you have not requested a written response, a formal written reply may not be issued.

4.3 If your complaint cannot be reasonably resolved within the timeframes stated due to its complexity or circumstances beyond our control, we will notify you in writing to explain the delay and provide an estimated timeframe for completion.

4.4 Where your complaint is not upheld, the response will:

- a. address the issues raised in your complaint;
- b. set out our findings and the relevant information considered; and
- c. provide enough detail to help you understand the reasons for our decision.

4.5 If you are not satisfied with our response or the way your complaint was handled, you may request that the matter be reviewed by a senior member of our management team.

5. External Review

5.1 If you are not satisfied with the outcome of your complaint after completing TabTrade's internal complaints process, you may refer the matter to the Financial Services Regulatory Authority of Saint Lucia for further review.

5.2 Complaints referred to the regulator should include all supporting information and correspondence exchanged during the internal review process.

6. Review and Updates

6.1 This Complaints Policy is reviewed periodically to ensure it remains effective, current, and aligned with TabTrade's business operations and regulatory obligations.

6.2 The review process includes assessing whether complaint-handling procedures continue to meet client expectations and industry standards.

6.3 Any material updates to this Policy will be approved by senior management and communicated to all relevant staff.