

Complaints Handling Procedure

How to raise a complaint and how it is handled.

1. Our commitment

Zerventa treats every complaint seriously, investigates it fairly and responds in plain language. Making a complaint is free.

2. How to complain

Open a support ticket from the Help section of your client area, choosing the subject "Complaint", or email the complaints address published on the Contact page. Include your account login, the dates and instruments concerned, what happened, what outcome you expect and any screenshots or references.

3. What happens next

We acknowledge your complaint within two business days with a reference number. A member of the compliance team who was not involved in the matter investigates it, reviewing trade records, price data, logs and your correspondence.

We send a final written response within fifteen business days. If the investigation needs longer, we tell you why and when to expect the answer, which will be no later than thirty-five business days after receipt.

4. If you disagree

If you are not satisfied with the final response you may ask for a review by senior management, and you retain the right to refer the matter to any dispute-resolution body or court available to you under the law applicable to the Client Agreement. We will tell you in the final response which external bodies, if any, are available.

5. Records

Each complaint, the investigation and the outcome are recorded and kept for at least five years. Complaints are analysed to improve our services.

This document forms part of the Legal Documents of Zerventa. The current version is always the one published at /legal on the website. CFDs are complex instruments and come with a high risk of losing money rapidly due to leverage.