

# COMPLAINTS

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At BITBinvest, we are committed to treating every complaint with utmost seriousness and ensuring that any concerns or issues are addressed fairly and transparently.

### COMPLAINTS HANDLING

**Initial Response:** Upon receipt, we acknowledge complaints within [specified time frame] business days.

**Investigation:** Our dedicated team conducts a thorough investigation to gather all relevant details. Resolution: We aim to provide a resolution or proposed solution within [specified time frame] business days.

**Escalation:** If the initial resolution does not meet expectations, clients may escalate the issue to a higher authority within BITBinvest.

**Closure:** After a resolution, we issue a final response and close the case, ensuring transparency and accountability.

### Terms Interpretations

The following definitions apply within this Agreement:

**BITBinvest:** Refers to BITBinvest Trading Platform, inclusive of its affiliates, subsidiaries, directors, officers, employees, agents, and representatives.

**Client:** Any individual, organization, or entity engaged in trading on the BITBinvest platform.

**Agreement:** Comprises the Terms of Service, Privacy Policy, and any other documents governing the relationship between BITBinvest and the client.

**Platform:** Refers to the BITBinvest trading platform, including its website, mobile applications, software, and related services.

**Services:** Encompasses all products, features, tools, and resources offered through BITBinvest, including trading, account management, research, and educational content.

**Account:** The client's registered profile on the BITBinvest platform, providing access to trading and other services.

**User:** Represents any individual accessing or using the BITBinvest platform, including clients and visitors.

**Funds:** Denotes any financial assets, securities, or instruments held or deposited in the client's BITBinvest account.

**Trading:** Refers to the buying, selling, or exchange of financial instruments such as stocks, cryptocurrencies, commodities, and forex on the BITBinvest platform.

**Market Conditions:** The current market state, including price fluctuations, volatility, liquidity, and other factors influencing trading activities on BITBinvest.

**Force Majeure:** Unforeseen events outside BITBinvest's control, such as natural disasters, wars, terrorism, government actions, or technical issues, potentially impacting service delivery.

**Jurisdiction:** The legal jurisdiction governing the Agreement between BITBinvest and the client, as specified in the Terms of Service.

### QUERIES

For any questions or concerns regarding the terms in this Agreement, please reach out to our dedicated support team. We are here to assist and clarify any inquiries about our services, policies, or procedures. Our team is committed to providing prompt, clear responses to build trust with our valued clients.

### ADDITIONAL INFORMATION

For more details about BITBinvest's services, policies, or procedures, please visit our website or contact customer support. We strive to provide clients with comprehensive resources and support to ensure informed decisions and effective use of our platform. Our goal is to foster transparency and encourage open communication, helping clients confidently navigate the financial markets.