



## **Master Services Inc. Claims management regulations**

## 1. MAKING UP OF A CLAIM

1.1. The Client has a right to present a claim to Master Services Inc. in case of a dispute. Claims are accepted within 5 (five) working days from the date of a claim grounds emergence.

1.2. Claims concerning to positions opening/processing/closing are accepted within 1 (one) working day from the date of a claim grounds emergence.

1.3. Claim is submitted in the set form with a personal handwritten signature of the Client and sent to the Claims department: [support@mfxbroker.com](mailto:support@mfxbroker.com). Claims presented by other means, will not be accepted.

1.4. Consideration of a claim presented by the Client of Master Services Inc. is performed on the basis of the current version of the client agreement.

1.5. The claim must have the following content:

- Client's name/company's name;
- personal wallet number;
- personal cabinet login;
- trading account number;
- telephone password;
- date and time of a dispute emergence (client terminal time)
- order ticket (if applicable);
- funds deposit/withdrawal request number (if applicable);
- dispute description without emotional colouring.

1.6. The claim must not include:

- dispute description with emotional colouring;
  - verbal abuse of Master Services Inc. or its employees;
- profanity.

## 2. INFORMATION SOURCE FOR CLAIM VALIDITY CONFIRMATION

2.1. Server's log-file is the main source of information when considering a dispute. Information contained in server's log-file has higher priority than other arguments when considering a dispute, particularly information contained in client's log-file.

2.2. The absence of relevant record confirming the Client's intentions in server's log-file is the basis for considering the claim invalid.

2.3. Additional information from counterparties can be provided only on the demand of regulatory authority

## 3. RESOLVING OF DISPUTABLE SITUATIONS

3.1. If the claim is considered valid, its settlement is performed only in form of size modification of the Company's financial obligations to the Client. This financial obligations modification is equivalent to the compensation payment amount according to the decision made upon the Client's claim.

3.2. The Company does not reimburse the lost profit if the Client had the intention to commit an act, but did not do it for any reason.

3.3. The Company does not reimburse losses incurred by the Client as a result of any third party's fault.

3.4. The Company does reimburse losses incurred by the Client as a result of hacking/phishing/virus attacks.

3.5. The Company doesn't reimburse the Clients moral damages.

3.6. It is the responsibility of the Company to consider the Client's claim and make a decision on the dispute as soon as possible. The consideration period for Client's claim is 10 (ten) working days. If the claim is considered valid, the Company satisfies such claim according to paragraph 3.1. of the present Regulations within 5 (five) working days.

#### **4. CASES OF CLAIMS REJECTION**

4.1. Master Services Inc. retains the right to reject a claim, if provisions of paragraphs 1.1., 1.2., 1.3. and 1.4. of the present Regulations are violated.

4.2. The claims regarding unexecuted orders, given within the period of maintenance works on the server will not be accepted, if the Client was notified by the internal mail of the trading platform or any other means specified in paragraph 7.1. of the Contract of service provided on international financial markets of such works in accordance to the client agreement. Non-receipt of such notification by the Client is not the basis for the claim presentation.

#### **5. DISPUTES**

5.1. Master Services Inc. retains the right to reject the claim regarding the execution of pending orders, if the Client performed any actions with these orders during the period from the moment of a dispute emergence till the moment of claim presentation.

5.2. If, in the Client's opinion, a pending order wasn't executed by mistake, the Client is obliged to indicate pending order's ticket in the claim before claim presentation. The Company reserves the right to reject the claim, if such actions were not implemented by the Client.

5.3. In case a dispute situation not covered by the present Regulations occurs, the ultimate decision on the claim is made by the Company according to conventional market practice and its ideas of a just dispute settlement.