Official Client Complaint Form

This Official Complaint Form constitutes the formal mechanism for submitting a dispute or grievance to NFXTrade in relation to your trading account. Only a meticulously completed Complaint Form, accompanied by all necessary supporting evidence and submitted directly to support@nfxtrade.com will be registered and processed as a formal regulatory complaint. If you require administrative assistance in completing this document, please email support@nfxtrade.com and a Customer Support representative will contact you to provide guidance.

Important Notice: This Complaint Form is indicative and non-exhaustive. The Company reserves the unilateral right to demand additional information, sworn clarifications, or supplementary evidentiary data to properly adjudicate your complaint. The Company may mandate that you resubmit a new form if the provided information is deemed incomplete, vague, or factually inaccurate. The Company is committed to handling all legitimate complaints in good faith, fairly, and in strict alignment with institutional market practices.

1. Complainant Identifying Particulars

- Full Legal Name:
- Trading Account Number:
- Passport / National ID Number:
- Nationality:
- Occupation:

2. Verified Contact Details

- Registered Email Address:
- Primary Telephone Number:
- Verified Residential Address:
- Country of Residence:

3. Dispute Summary and Evidentiary Submission

- **Detailed Summary of the Complaint:** (Please provide a comprehensive, chronological summary of the grievance, strictly justify any disputed financial amount, and supply all material details that will assist the Company's compliance department in their investigation.)

- **Date of the Disputed Incident:**
- **Date the Incident was First Discovered:**
- **Prior Communication:** Have you previously communicated this specific grievance to Customer Support or any Company representative? (If yes, please explicitly list the date(s), the name(s) of the personnel contacted, and the definitive outcome of those discussions.)
- **Evidentiary Documentation:** You must attach material documents or exhibits relevant to your claim, explicitly including platform screenshots, chat transcripts, email logs, or telephone records.
- **Specific Breach Allegation (Client Agreement):** Please list the exact Section(s) of the Client Agreement you allege the Company has breached.
- **Specific Breach Allegation (Risk Disclosure):** Please list the exact Section(s) of the Risk Disclosure relevant to this dispute.
- **Proposed Remedial Action:** State the specific resolution or remedial measure you are seeking to resolve your complaint.
- **Note: The prevailing Client Agreement and Risk Disclosure statements are permanently accessible via the Legal Documents section of our website.*

4. Binding Consents and Legal Acknowledgments By formally submitting this document, I irrevocably acknowledge, represent, and agree to the following:

- My complaint will only enter the formal investigative queue if this form is flawlessly completed and accompanied by sufficient material supporting evidence.
- The Company will acknowledge receipt of my complaint in writing within five (5) business days and confirm that an internal compliance investigation has been initiated.
- A Final Response, detailing the Company's adjudication and supporting reasoning, will be issued as soon as reasonably practicable, generally within forty (40) business days from the formal receipt of the complaint. If the investigation requires extended time due to systemic complexity, the Company will provide an estimated revised timeframe.
- My dispute will be legally deemed fully resolved upon the receipt of the Company's final written response, after which no further communication will be conducted regarding this specific matter unless otherwise agreed.
- The Company will process, handle, and adjudicate my complaint strictly based on the verifiable facts, platform telemetry, and circumstances provided.

- I hereby confirm that all information provided above is complete, true, and wholly accurate, and I commit to promptly notifying the Company of any material changes.
- I explicitly consent to the Company storing and processing my personal information solely for the purpose of thoroughly investigating and resolving this complaint.
- **Good Faith & Non-Disparagement:** I agree that while this formal complaint is under active investigation by the Company, I will act in good faith and will not initiate unwarranted credit card chargebacks, nor will I publish defamatory, malicious, or unverified claims against the Company on public review forums, social media, or regulatory portals. I acknowledge that breaching this good-faith protocol may result in the immediate dismissal of my complaint and the potential freezing of my account pending legal review.

Complainant's Full Name:

Complainant's Email:

Signature: _____

Date: