

COMPLAINT HANDLING POLICY

February 2025



Trading Moon (the “Company”, “us”, “we”, “our”, “ours” or “ourselves” as appropriate) is authorised and regulated in the Seychelles by the Financial Services Authority (“FSA”) with licence No: SD042 and Registered Office is F2-2A, Oceanic House, Providence Estate, Victoria, Mahe, Seychelles

1. Introduction

- 1.1. At Trading Moon, we are committed to providing efficient customer service and ensuring fair treatment of our clients. We value your concerns, feedback, and inquiries and have established a structured mechanism to address them promptly.

2. Inquiry Submission Procedure

- 2.1. If you have any questions regarding your Trading Moon experience, including but not limited to deposits, withdrawals, trading, or fees and charges, you shall inform us as soon as you become aware of such issues and in any event within two (2) Business Days of the event giving rise to the issue.
- 2.2. In the first instance, you might direct any simple inquiries or disputes to our customer support team. If the inquiry remains unresolved within five (5) Business Days, or if you are dissatisfied with the response, you should lodge a formal complaint using the Complaint Form that will be provided to you by our customer support team.

3. Official Complaint Handling Procedure

- 3.1. The Complaint Form must be completed and submitted along with a copy of your identification document and any supporting documentation through one of the following methods:
 - a) By email to compliance@tradingmoon.com
 - b) As a hard copy to the company’s registered office at: F2-2A, Oceanic House, Providence Estate, Victoria, Mahe, Seychelles
- 3.2. Once a duly completed Complaint Form is received, you will receive an acknowledgment email within two (2) Business Days along with a unique complaint reference number.
- 3.3. Our Compliance team will attempt to resolve the complaint within seven (seven) Business Days of the date of the acknowledgment email and no later than twenty-one (21) Business Days.
- 3.4. If an investigation cannot be completed within this timeframe due to unforeseen circumstances, you will be informed of the reasons for the delay and provided with an estimated resolution timeline.
- 3.5. Once the investigation is completed, a final response will be issued in writing, in English, outlining the findings and any remedial actions taken.

4. Submission of Complaint to the Competent Authority

- 4.1. If you are still dissatisfied with the Company’s final decision, you may escalate your complaint to the FSA.

- 4.2. Complaints to the FSA should be submitted along with your unique complaint reference number. The FSA will not accept complaints that are:
- Subject to a court decision
 - Related to a commercial dispute
 - Outside the FSA's regulatory scope
 - Under appeal before the Appeals Board
- 4.3. You may contact the Financial Services Authority of Seychelles (FSA) via their website: <https://fsaseychelles.sc>