

Onexar Dispute Resolution Policy

Overview:

This policy explains how **clients can resolve financial disputes**, including withdrawal issues, transaction errors, and trading execution complaints.

Key Points:

◆ How to File a Complaint:

- ☒ Clients must submit a **written complaint** via Onexar Ltd's official support channels.
- ☒ Complaints should include **order details, transaction records, and screenshots**.
- ☒ **Response Time:** Initial response within **5 business days**, final resolution within **30 days**.

◆ Resolution Process:

- ☒ **Step 1:** Investigation of trading logs & transaction history.
- ☒ **Step 2:** Verification of compliance with Onexar's policies.
- ☒ **Step 3:** Client is notified of the decision with supporting documentation.
- ☒ **Step 4:** If unresolved, the dispute can be escalated to **regulatory authorities**.

Onexar Ltd reserves the right to make the final decision based on trading terms and conditions.