



SUMMARY OF COMPLAINTS PROCEDURE

- 1) We will acknowledge your complaint within 48 hours of receipt and let you know which senior person will be dealing with your complaint.
- 2) We will investigate your complaint and endeavor to send a final response to you within four (4) weeks of receipt of your complaint. If we are unable to provide you with a final response within this time we will send you an update.
- 3) We will endeavor to send a final response to you within eight (8) weeks of receipt of your complaint. If we are unable to provide you with a final response within this time frame, we will write to you explaining why and advise you when you can expect a final response.

INTRODUCTION

1. TigerWit LLC (hereinafter referred to as "TigerWit", "Company", "Firm") is established in St. Vincent and the Grenadines (Registration Certificate Number: 181LLC2019), and its registered office address is located at: The Financial Services Centre Stoney Ground, Kingstown St. Vincent and the Grenadines.

INTERPRETATION OF TERMS

1. Unless indicated to the contrary, the terms included in this document shall have a specific meaning and may be used in the singular or plural as appropriate.
2. Client: Means the 'client' as defined in the 'Client Agreement' available online at <https://global.TigerWit.com>.

SCOPE OF THE COMPLAINTS HANDLING PROCEDURE

1. The Complaints Handling Procedure ('the Procedure') sets out the processes employed when dealing with complaints received by clients.

Risk Warning: CFDs are leveraged products and can result in the loss of all invested capital. Please consider our '[Risk Disclosure Notice](#)'.

TigerWit LLC
(Company Registration No. 181LLC2019)
P.O. Box 1823, Kingstown, VC0100
St. Vincent and the Grenadines

DEFINITION OF A COMPLAINT

1.A complaint is an expression of dissatisfaction by a client regarding the provision of investment and/ or ancillary services provided by TigerWit.

2.A complaint should include the following information:

the client's name and surname; the client's trading account number; the affected transaction numbers,

Customer Support
Email: support@tigerwit.com

Compliance & Administration
Phone: +1 (242) 676 7306 (9am – 5pm Eastern Standard Time)
Email: support@tigerwit.com



if applicable; the date and time that the issue arose; and a description of the issue.

3.A complaint must not include offensive language directed either to TigerWit or an TigerWit employee.

PROCEDURE

1.All complaints must be in writing and shall be addressed, in the first instance, to the Customer Support Department. If the client receives a response from Customer Support but deems that the complaint needs to be raised further the client may either ask Customer Support to escalate it to the Compliance Department or directly contact Compliance, which will independently and impartially investigate it.

2.Both the Customer Support Department and the Compliance Department shall thoroughly examine any complaints as required (taking into account any information contained within the books and records of the Firm, including but not limited to the client's trading account journal) to reach a fair outcome.

3.Both the Customer Support Department and the Compliance Department shall:

(i) send an initial response to the client within 48 hours,

(ii) resolve complaints as soon as reasonably practicable, and

(iii) inform the client accordingly.

4.All complaints shall be treated confidentially.

FAQs

Risk Warning: CFDs are leveraged products and can result in the loss of all invested capital. Please consider our ['Risk Disclosure Notice'](#).

TigerWit LLC
(Company Registration No. 181LLC2019)
P.O. Box 1823, Kingstown, VC0100
St. Vincent and the Grenadines

Customer Support
Email: support@tigerwit.com

Compliance & Administration
Phone: +1 (242) 676 7306 (9am – 5pm Eastern Standard Time)
Email: support@tigerwit.com



TigerWit

Complaint Handling Procedure

1. Questions regarding this Procedure should be addressed, in the first instance, to the Customer Service Department.

E-mail: support@tigerwit.com

CONTACTS

2. Compliance Department

E-mail: support@tigerwit.com

1. Customer Support Department

Risk Warning: CFDs are leveraged products and can result in the loss of all invested capital. Please consider our [‘Risk Disclosure Notice’](#).

TigerWit LLC
(Company Registration No. 181LLC2019)
P.O. Box 1823, Kingstown, VC0100
St. Vincent and the Grenadines

Customer Support
Email: support@tigerwit.com

Compliance & Administration
Phone: +1 (242) 676 7306 (9am – 5pm Eastern Standard Time)
Email: support@tigerwit.com