



### Client Complaints Handling Procedure

Wtraders are registered company in TFIZ "Georgia" under Forex Brokerage License TFZ NUMBER : TFZ/211123/01 , Company ID Number: 405658729 Georgia Registration ( Forex Brokerage ).

Wtraders LLC offers its clients various financial products through FiperFx, which is responsible for all financial transactions and execution policies related to Wtraders LLC or its clients. FiperFx is the trading name of TOB TRADING MAU LTD , which is Regulated by the Financial Service Commission (FSC) with Investment Dealer Licence (Full-Service Dealer, excluding Underwriting) with License No.GB23201759 under the regulation of (FSC). [The Official FSC Website](#) ([The Company Profile](#))

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Fiper Markets LLC is a registered company in the ( TFIZ ) as a Forex Brokerage Firm. TFZ Number: TFZ/201223/01 - Company ID Number: 400378916 [Fiper TFZ](#)

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[WIKI FX Fiper Profile](#)

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Fiper is officially ranked as better than 71% of the world's brokers based on the WikiFx rating

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[Fiper Trust Pilot profile](#)

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The company provides its clients with access to global markets for trading in a wide range of financial instruments, including stocks, futures, commodities, metals, and currencies, through its proprietary electronic trading platforms which connected with execution partner "FiperFx". Wtraders is an official operations partner with Fiper

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The company operates in compliance with both local and international financial regulations governing brokerage services, ensuring full adherence to financial and regulatory standards.

#### Introduction

Services displayed on the website are provided by Wtraders.

#### Client Summary

Wtraders are registered company takes great care to maintain high standards. When we become aware of complaints or concerns, we will seek to resolve matters as quickly as possible. Our procedures are designed to ensure that complaints are handled fairly and within reasonable timescales.

The usual procedure is summarized as follows:

- We will seek to resolve complaints as quickly as possible. Where a complaint cannot be resolved by the end of the next business day, we will allocate the case to a senior individual who will investigate the complaint.

□ You will be given the name and contact details of the person dealing with your complaint. The person investigating your complaint will be responsible for :-

- making a record of your complaint
- issuing you with an acknowledgment of the complaint promptly following receipt. This will generally be within three business days.

The acknowledgement will set out the nature of the complaint and may request further clarification. Your complaint will be investigated using our records together with reports from others if relevant. We may also write to you should we need further information. We will keep you informed of progress.

We aim to resolve complaints, at the latest, within forty (40) working days. If, after forty (40) working days, a final response letter has not already been sent to you, you will receive:

□ A final response letter detailing our conclusions and resolution to the complaint. This letter will also confirm that, should you remain dissatisfied with the final response, you may refer your complaint to the TIFZ Securities Commission. This must be done within six months of the date of our final response letter, otherwise you would lose this referral right. Where we need to obtain information from third parties there can be delays, which are beyond our control. At all times, we seek to resolve matters within forty (40) working days. We will keep you informed if there are delays. If we receive a complaint that is not about us, or our services, and we can identify the firm to whom the complaint should be addressed, we will:

□ write to the firm concerned, explaining that we believe the complaint to be theirs, and suggesting that they contact you directly.

□ enclose a copy of the original complaint letter, write to you enclosing a copy of our letter to the firm together with their contact details and ask that you get in touch directly (the firm will also receive a copy of this letter).

If you have any questions about this procedure,  
please contact Compliance [Complaints@Wtraders.com](mailto:Complaints@Wtraders.com)