

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