



MARKETS

TRADE GLOBAL. GROW TOGETHER.

Altara Markets Ltd

- Ground Floor, The Sotheby Building, Rodney Village, Rodney Bay, Gros-Islet, Saint Lucia
- **Registration No.:** 2026-00505
- **Office:** +44 20 3097 1344
- **WhatsApp:** +20 104 139 3876
- **Email:** info@altaramarkets.com
- **Website:** www.altaramarkets.com

Complaints Policy

Altara Markets Ltd. | Saint Lucia | Version 1.0 | Effective 16 August 2026

This policy establishes a fair, documented process for receiving, investigating and resolving client complaints.

COMPANY	Altara Markets Ltd.
REGISTERED / OPERATING LOCATION	Rodney Bay, Saint Lucia
WEBSITE	altaramarkets.com

IMPORTANT This document forms part of the contractual and/or policy framework applicable to clients and users of Altara Markets Ltd. services, subject to applicable law.

1. What Is a Complaint

A complaint is an expression of dissatisfaction relating to a service, transaction, execution, payment, communication, employee/representative conduct or other matter for which the Client seeks a response or remedy.

2. How to Submit

Clients should submit complaints through the official support, ticket or complaints channel published by the Company and include name, Client ID/account number, dates, transaction/order references, description of the issue, requested outcome and supporting evidence.

3. Acknowledgment

The Company should acknowledge a complaint within a reasonable operational period and assign it for review. Complex matters may require additional time, particularly where third-party records, platform logs or payment-provider information must be obtained.

4. Investigation

The reviewer should consider relevant CRM records, platform logs, order data, payment records, communications, applicable policies and staff explanations. Material conflicts should be escalated to an appropriately independent person where practicable.

5. Outcome

The Company should provide a reasoned response stating the conclusion and, where appropriate, corrective action or remedy. If additional information is required from the Client, the response period may reasonably depend on receipt of that information.

6. Records and Root Cause

Complaints and outcomes should be recorded to identify recurring issues, control weaknesses, training needs or product/process problems. Serious or repeated issues should be escalated to management.

7. No Retaliation

A Client will not be penalized merely for making a good-faith complaint. This does not prevent legitimate action concerning open risk, AML, fraud, security, margin or contractual breaches.

- Ground Floor, The Sotheby Building,
Rodney Village, Rodney Bay,
Gros-Islet, Saint Lucia
- **Registration No.:** 2026-00505
- **Office:** +44 20 3097 1344
- **WhatsApp:** +20 104 139 3876
- **Email:** info@altaramarkets.com
- **Website:** www.altaramarkets.com

8. External Rights

Nothing in this Policy removes any right the Client may have under mandatory law to approach a court, authority or other competent dispute-resolution body.

Legal review note: This document is designed as an operational legal draft for CRM deployment. It should be reviewed by qualified counsel for Altara Markets Ltd. before final public/client use, particularly for cross-border solicitation, licensing, consumer protection, privacy, tax and dispute-resolution requirements.

DOCUMENT APPROVAL / ELECTRONIC SIGNATURE

AUTHORIZED SIGNATORY	
DATE	

AUTHORIZED SIGNATURE / COMPANY SEAL



Click / tap inside this area to activate the pen tool in Adobe Acrobat Reader Desktop.