



COMPLAINTS NOTICE

Date: January 2026



Complaints Handling Notice (Belize)

If you are dissatisfied with our services, please contact our Client Support Team by email at cs@cptmarkets.com. We will acknowledge receipt of your email within three (3) business days.

We will provide you with a written response within fourteen (14) days of receiving your complaint. If additional time is required to complete our investigation, we will notify you in writing and provide an updated timeframe.

If your concern cannot be resolved by Client Support, you may request that the matter be escalated to our Compliance Team. The Compliance Team will review the complaint, investigate the relevant circumstances, and assess whether we have acted fairly and in accordance with our contractual and regulatory obligations.

If you remain dissatisfied with our final response, you may refer your complaint to the Belize Financial Services Commission (FSC) by following the link: [Complaints | Financial Service Commission Belize](#).

Clients retain the right, at any stage of the complaints handling process or following its conclusion, to refer the complaint to the Belize FSC for further review or assistance. More information about filing a complaint with the Belize FSC can be found here: [How to Lodge a Formal Complaint | FSC Belize](#).

