

Complaints Policy

At METAGOLD LLC, a company incorporated in Georgia, authorized by the Ministry of Justice of Georgia with reference number 404651248 (the "Company", "our", "us"), our goal is to provide you with fast, efficient, and friendly services that meet your needs and leave you satisfied. We value your feedback, including complaints, and take them seriously. Our commitment is to address any concerns you may have promptly and effectively.

The Company maintains effective and transparent procedures for the prompt, fair and consistent handling of complaints received from clients .

What is a complaint?

"Complaint" means a statement of dissatisfaction addressed to the Company by one of its clients relating to the provision of one or more services.

How to initiate a formal complaint?

If you have any complaints about our services, please reach out to us at complaints@fxmetagold.com. You can also send a complaint by post to the main office of the Company visible at our website .

We encourage you to raise any issues or complaints with a member of our staff as soon as possible. When filing a complaint, please provide a clear and detailed explanation of the nature of your problem.

Conditions for admissibility of complaints

1. The complainant must provide valid identification details to verify their identity and eligibility to file a complaint;
2. Complaint must be submitted within a reasonable timeframe from the occurrence of the incident giving rise to the complaint;
3. The complaint must contain all relevant details, including a clear description of the issue, supporting evidence;
4. Complaints must not contain any abusive language;
5. Complaints must be submitted in English, being a language used by the Company to market its services or communicate with clients. If you provide your complaint in another language, we accept it, but all translation costs will be borne by complainant, and answer will be in English.

The Company acknowledges a receipt of a complaint and informs the complainant about whether the complaint is admissible within 1 day after its receipt.

Where a complaint does not fulfill the conditions of admissibility, we will provide you with a clear explanation of the reasons for rejecting the complaint as inadmissible.

Acknowledgment of a Complaint Receipt

The acknowledgment of receipt of a complaint, which you receive, will contain all of the following:

1. the identity and contact details, including email address and telephone number, of the Support Team member to which, complainants can address any query related to their complaint ;
2. a reference to the timeline applicable to complaint handling, including for acknowledging receipt of the complaint, requesting additional information, investigating a complaint and providing a response .

3. a copy of the complaint sent by the client, clearly mentioning the date of its receipt.

Timeframe for Resolving a Complaint

At the Company, we understand the importance of promptly resolving any complaints you may have. For simpler issues, our team members will work to address them immediately. However, for more complex issues, we will document all the details of your complaint and arrange for you to be contacted by a member of our team who is best equipped to handle your specific issue.

Our goal is to send you a final response to your complaint within 5 business days from the date of receipt of the complaint, except for cases where additional time is needed for appropriate checks (up to 30 days after the acknowledgement of receipt of the complaint). We value your time and will work diligently to resolve your complaint as quickly and efficiently as possible, while ensuring we thoroughly investigate your concerns.

We communicate our decision on a complaint to the complainant as soon as possible, within the timeline set forth in an acknowledgment of receipt of a complaint.

Where, in exceptional situations, the decision on a complaint cannot be provided within the timeline referred to above, we will inform you about the reasons for that delay and specify the date of the decision.

Process for addressing and resolving complaints

Our support team members have got proper skills, knowledge and expertise necessary for the professional complaints handling.

At our company, we are committed to efficiently processing and resolving all customer complaints. Our team members prioritize addressing complaints in a timely and equitable manner while maintaining integrity and objectivity.

When you initiate the formal complaint process, we will send you a written acknowledgement that includes a reference number for your complaint and the name of the staff member who will handle your case.

If we are able to provide a final response immediately or within one day, we will do so. However, if we require additional information or more time to investigate the issue, we will request that you provide us with any necessary information and explain the reason for the delay. We will then provide you with an estimated timeframe for when we expect to reach a final decision. The Company is authorized to use also recordings of telephone conversations, face-to-face meetings or messages that are available through any means of communication to investigate complaint matters. Our ultimate goal is to provide a satisfactory resolution to your complaint.

Further Escalation

If you are not satisfied with the response to your complaint, you have the option to escalate it further by contacting us through the same email address provided earlier and requesting for escalation. Our team is committed to ensuring that all customer complaints are addressed appropriately and resolved to your satisfaction.