

投诉程序

鼎展國際致力与我们的客户，建立巩固及长久的关系。为实践这个目标，我们高度重视您的意见、建议及关注事项。我们意识到客户的意见，就是我們需要提升的地方，我们必需全力優化我們的产品及服务水平。

假如您对鼎展國際所提供的服务感到不满，请尽快电邮至 cs@sg-fx.com 与我们的客户服务部联络。

若有交易争议，請於交易成交的 12 小時內連同您的姓名，帳號編號，交易編號電郵至 cs@sg-fx.com。请注意，在交易问题发生后，所有交易争议必须尽快记录。我们的专家小组將會研究及解决交易查询。交易一经研究，我们将会跟您联络，及向您全面解释您所汇报进行调查的交易究竟发生了什么问题。若交易审查委员会確定您是因为技术问题而受到负面影响，我们将会提供為您進行调整。

OUR COMPLAINTS PROCEDURE

SGFX strives to build strong, long-lasting relationships with all our stakeholders, including and most importantly with our clients. In keeping with this, we view your comments, suggestions and concerns as matters of premiere importance. We also recognize that a client's comment is an opportunity for us to improve by enhancing our products and level of service.

In the unlikely event that you are dissatisfied with the service provided by SGFX, please contact our Customer Service as soon as possible via email at cs@sg-fx.com.

If you have a trading question, you can submit your name, account number and trade details to cs@sg-fx.com. Please note that all trading inquiries must be logged as quickly as possible after the trading issue has occurred. We have a dedicated team of professionals that are trained to research and resolve trade inquiries. Once the trade has been researched you will be contacted and you will receive a full explanation of what occurred on the trade(s) that were reported for investigation. If the Trade Audit Committee determines you were negatively impacted by a technical issue, an adjustment will be offered.