



Complaints Policy

(Cayman Islands)

We are committed to providing excellent service to our clients. We view our client's comments, suggestions and concerns of the utmost importance.

In the unlikely event that you are dissatisfied with the service provided by ATC, please contact our Customer Support as soon as possible at +44 203 318 1399 or via email at info@atcbrokers.com.

If you have a trading dispute, you can submit a trade inquiry by completing the Trade Audit Form from your My Account back office. In an effort to promptly resolve trade inquiries, all trading disputes must be logged as quickly as possible after the trading issue has occurred.

Once the trade has been thoroughly reviewed, you will be contacted with a full explanation of what occurred on the trade(s) that were reported for investigation.

If the matter is not resolved to your satisfaction or you wish to submit a formal complaint at the initial stage, you can do so by emailing compliance@atcbrokers.com. The complaint will receive an impartial review to determine if we have acted fairly within our rights and have met our contractual obligations. We will acknowledge your complaint promptly, and a full written response will be provided.