Complaints Handling Policy

Orax Capital Markets Ltd, an International Business Company incorporated in Saint Lucia under No. 2026-00699. Registered address: Unit 1, La Place Creole Building, Rodney Bay, Gros-Islet, Saint Lucia, LC01 101. Website: https://www.oraxbroker.com. Contact: support@oraxbroker.com.
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1. How to complain

Send your complaint to support@oraxbroker.com with the subject "Complaint". Please include your name, account number, a description of the issue, the dates and any trade or transaction IDs, and what outcome you want.

2. What happens next

- We confirm receipt within 2 business days and give you a reference number.
- A staff member who was not involved in the matter investigates it.
- We send a written final response within 15 business days. If we need more time in a complex case, we tell you why and give a new date, which will be no later than 35 business days from receipt.

3. Trade disputes

Trade disputes are checked against server logs and price feed data. If we find an error on our side, we correct your account.

4. If you are not satisfied

If you disagree with our final response, you may ask for a review by senior management through the same address. You keep any rights you have under the laws of Saint Lucia.

5. Records

We keep records of complaints and responses for at least 5 years and use them to improve our services.

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