

Terms and conditions

# **Supplementary terms**

Deriv (V) Ltd

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## 1. Introduction

- 1.1. These supplementary terms and conditions, which form part of our standard terms of use (the 'Terms'), may change from time to time and apply to all clients who have an account with Deriv (V) Ltd, licensed under the Financial Dealers Licensing Act to carry on the business of dealing of securities such as derivative products, authorised and regulated by Vanuatu Financial Services Commission ("VFSC").
- 1.2. If there are any inconsistencies or deviations between these supplementary terms and conditions and the rest of the documents on our [Terms and conditions](#) page, these supplementary terms and conditions shall prevail. If any material changes to any of these terms and conditions are made, you will be notified and have the opportunity to accept the new terms and conditions.

## 2. General inquiries

- 2.1. If you have an inquiry regarding your trading account with Deriv (V) Ltd, you can contact us through our [Help centre](#) or by chatting with a representative via [live chat](#).
- 2.2. We are committed to resolving your query in the quickest time possible and appreciate your patience in allowing us time to resolve the matter.
- 2.3. If we are unable to resolve your query or you feel our response is unsatisfactory, you may submit an official complaint to us by following the process described in the "Complaints" section below.

## 3. Complaints

- 3.1. If you would like to file a complaint about our service, you can send the details related to your complaint to us at [complaints@deriv.com](mailto:complaints@deriv.com). We will investigate your enquiry and send you a final response within 15 working days from the date on which the complaint is received. You can learn more about [our complaints procedure](#) on our website.

### Financial commission

- 3.2. If we have not resolved your complaint to your satisfaction, you can escalate your complaint to the Financial Commission. In that case, your complaint will go through the following procedure:
  - 3.2.1. Filing a complaint
    - 3.2.1.1. You may file a complaint with the Financial Commission up to 45 days after the incident.
    - 3.2.1.2. The Financial Commission has 5 days to acknowledge that your complaint has been received and 14 days to answer the complaint through the Internal Dispute Resolution (IDR) procedure.

- 3.2.1.3. You will be able to file a complaint with the Financial Commission only if you are not satisfied with our decision or the decision wasn't made within 14 days.
- 3.2.2. The investigation phase
  - 3.2.2.1. The Financial Commission will investigate the validity of the complaint within 5 business days.
  - 3.2.2.2. The Head of the Dispute Resolution Committee (DRC) will contact both you and us within 5 business days to obtain all necessary information and see if there is a chance to settle the complaint during the investigation phase.
  - 3.2.2.3. If no settlement opportunity can be found, the complaint will proceed to the determination phase to be handled by the DRC.
- 3.2.3. Determination phase
  - 3.2.3.1. The DRC will make a decision on the complaint (please note that the DRC mentions no timeframe for announcing its decision).
  - 3.2.3.2. The DRC may request additional information from you or us, who must then provide the requested information within 7 days.
- 3.2.4. Awards and orders
  - 3.2.4.1. The decisions made by the DRC are binding on us. DRC decisions are binding on you only if you accept them.
  - 3.2.4.2. If you agree with a DRC decision, you will need to accept it within 14 days. If you do not respond to the DRC decision within 14 days, the complaint is considered closed.
  - 3.2.4.3. We must award the settlement within 28 days of when the decision is reached.
  - 3.2.4.4. If the decision is made in our favour, you must provide a release for us within 7 days of when the decision is made, and the complaint will be considered closed.

### **Vanuatu Financial Services Commission (VFSC)**

- 3.3. If, after 3 attempts, we have not resolved your complaint to your satisfaction, you may then escalate your complaint to the VFSC. Such complaint must be accompanied by the following:
  - 3.3.1. Full name and photo identification of the complainant
  - 3.3.2. Confirmation of investment, such as receipt of a deposit of funds for investment
  - 3.3.3. Copy of the prospectus of the product or investment offered
  - 3.3.4. A full statement of complaint outlining the basis of the complaint
  - 3.3.5. Confirmation of request for withdrawal

- 3.3.6. Other relevant information or documents, such as emails or chats between the complainant and the licensee
- 3.4. All relevant documents to VFSC must be translated into English where necessary and certified confirming a correct translation of the documents.

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