Dispute Policy

ppkinvest.com constantly strives to provide the highest level of service possible however, should a client feel the need to express any grievances he is encouraged to do so by contacting our support department via mail or any other method provided on the contact us information page on the website. We will do our best to resolve any matters that a client may raise awareness to.

To raise an official complaint a client has to take the following actions:

a) Send a written form via mail with the subject ''Complaint''
b) Give a detailed description of the essence of his complaint.
c) Provide details,screenshots, previous correspondence (If applicable)
d) Suggest a resolution or his preferred outcome for his query.
e) Provide us with a valid number on which we can reach him and discuss the complaint.

We have established an internal complaints procedure to ensure that all complaints are dealt with efficiently and by the correct person and we always aim to resolve issues by the end of the business day following receipt of the complaint. If we fail to meet the client's needs within 3 business days upon receiving the complaint a manager will contact the client and handle the complaint as promptly as possible. A final answer will be given no later than seven weeks upon receiving the complaint.

Both the Customer Support Manager and the Compliance Department Manager shall thoroughly examine any *complaints* as required (taking into consideration any information contained within the books and records of the company, including but not limited to the client's trading account portfolio) to reach a fair and satisfactory outcome.

Jurisdiction clause

This Agreement, and the rights and obligations of the parties hereto, shall be governed by, construed and enforced in all respects by the laws of the St. Vincent and the Grenadine. If a dispute arises and cannot be resolved between the two parties all disputes will be solved under the court and respectable laws of St. Vincent and the Grenadines.