



DIGITAL PRIME BROKERAGE

Client Complaints Procedure

GC Exchange FZE · Licensed by the Virtual Assets Regulatory Authority (VARA), Dubai · Version 1 · Last updated 30 July 2026

If something has gone wrong, we want to hear about it. This page explains how to tell us, what we will do, how long it will take and what you can do if you are not satisfied with our answer.

OUR COMMITMENT TO YOU

We take every complaint seriously. We will handle your complaint promptly, fairly and impartially, we will keep you informed, and we will use what we learn to put things right — not just for you, but for anyone else who could be affected by the same problem.

It costs you nothing to complain. We do not charge any fee for submitting or handling a complaint, and we will never pass on the cost of investigating one.

Complaining will never affect how we treat you or your access to our services.

WHAT COUNTS AS A COMPLAINT

A complaint is any expression of dissatisfaction, spoken or written, about GCEX, our people, or any service we provide — whether or not it turns out to be justified.

You do not need to use the word “complaint”, quote a rule, or fill in a form. If you tell any member of our team that you are unhappy with something we have done, that is a complaint and we will treat it as one.

Complaints can cover, for example: how an order was executed or priced; a delay with a withdrawal or transfer; how your assets are held; margin or fee treatment; onboarding or account decisions; platform availability; how your personal information has been handled; or the conduct of a member of our team.

HOW TO MAKE A COMPLAINT

You can use any of the routes below. You are not limited to any one channel or to any particular form.

Route	Details
Online form	Complete the complaint form at [Complaint Form] . You can download it, fill it in and email it to us.
Email	complaints@gc.exchange — or compliance@gc.exchange. You can also email your usual GCEX contact.

Route	Details
Telephone	Call your usual GCEX contact, or the Compliance Officer on +971 (0) 52 562 2415. We will make a written record and confirm it to you.
Post	Compliance Officer, GC Exchange FZE, 8th Floor, The Offices 4, One Central, Dubai World Trade Centre, Dubai, United Arab Emirates.
Through the platform	Raise a message or support ticket in the usual way and say that you wish to make a complaint.
Through someone else	Someone you authorise — for example a colleague, adviser or representative — can complain on your behalf.

Using our complaint form is the quickest route, because it captures the information we usually need. But it is optional. We will not reject, delay or refuse to recognise your complaint because you did not use the form or did not complete every field.

You can complain in English or Arabic. If you would like help putting your complaint together, tell us and we will help you — including completing the form for you from what you tell us and reading it back to you to check we have it right.

WHAT TO TELL US

The more we know at the start, the faster we can look into it. Where you can, please tell us:

- your name and your account or client reference;
- what happened, and when;
- any relevant order, transaction or wallet references, and the asset and amount involved;
- who you have already spoken to at GCEX, and what was said;
- what you would like us to do to put it right; and
- how and when it is best to contact you.

If you cannot provide all of this, send us what you have. We will come back to you if we need anything further, and we will explain why we need it.

WHAT HAPPENS NEXT

The time limits below are set by VARA. They run from the day you first raise your complaint with us — not from the day it reaches our Compliance team.

When	Stage	What we do
Straight away	We log it	We record your complaint, give it a reference and pass it to our Compliance Officer the same business day.

When	Stage	What we do
Same day, where we can	Quick resolution	If we can put it right on the day and you are happy with that, we will — and we will still confirm it to you in writing and record it.
Within 7 days	We acknowledge it	We write to you with your complaint reference, our understanding of what you have raised, who is handling it and when you can expect our answer. We aim to do this within two business days.
Within 4 weeks	We give you our answer	We write to you with our decision, our reasons, and what we are doing about it — including any correction or compensation.
Within 4 weeks, if we need longer	We update you	In exceptional cases we may need more time. If so, we will write to you within four weeks explaining why, what is still outstanding and when you can expect our answer.
Within 8 weeks	Final deadline	Whatever the circumstances, you will have our answer no later than eight weeks after you raised the complaint.

WHO WILL HANDLE YOUR COMPLAINT

Your complaint is handled by our Compliance Officer, working with our Managing Director. Anyone who was involved in the matter you are complaining about will not decide the outcome or write our answer — they may be asked to explain what happened, but the decision is taken independently of them.

No member of our team is permitted to settle a complaint privately with you. Any compensation or other redress must be approved by our Compliance Officer and Managing Director, and in larger cases by our Board.

IF ANOTHER FIRM WAS INVOLVED

Some of the services we provide involve other organisations — for example a custodian, a bank, a technology provider or a liquidity provider. If your complaint concerns something one of them did, you still deal only with us.

We will contact them, obtain what we need and come back to you. We remain responsible for resolving your complaint, and the time limits above still apply. We will not close your complaint or send you away on the basis that the problem was someone else's.

Occasionally it may make sense to refer part of your complaint to another regulated firm that is better placed to answer it. We will only do that if you agree in writing first, we will tell you who at that firm is dealing with it, and we will continue to handle everything we have not referred.

IF YOU ARE NOT SATISFIED

If you are unhappy with our answer, or with how we have handled your complaint, please tell us — often there is more we can do. You also have the following options, and you can use them at any time. You do not have to wait for us to finish.

- **Contact VARA.** The Virtual Assets Regulatory Authority regulates GCEX in Dubai, and you can raise a concern about us with VARA through the contact channels published at vara.ae. VARA is our regulator rather than an ombudsman, so it will not award compensation on your behalf, but it can look at our conduct. We will never discourage you from contacting VARA.
- **Use the dispute resolution route in your client agreement.** Your agreement with us sets out the dispute resolution or arbitration mechanism that applies.
- **Go to court.** You may bring a claim before the competent courts of the United Arab Emirates, in accordance with the governing law and jurisdiction terms of your client agreement.

Nothing in this procedure, and nothing we offer you to resolve a complaint, limits any of these rights. We will never make a resolution conditional on you withdrawing your complaint, keeping it confidential, or not contacting VARA.

HOW WE USE YOUR INFORMATION

To look into your complaint we need to process personal data about you. We use it only to investigate, resolve, record and report your complaint, to meet our regulatory obligations, and to identify and fix the underlying cause. Access is restricted to the people who need it.

Where we need to share information with another organisation in order to investigate — for example a custodian or technology provider — we share only what is necessary and require them to protect it.

We process your information in accordance with UAE Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data. Our Privacy Policy at [INSERT URL] explains your rights and how to exercise them.

We keep complaint records for at least eight years, as our regulator requires, and we provide them to VARA on request.

CONTACT US

Complaints	complaints@gc.exchange
Compliance Officer	Danielis Zelvaras · compliance@gc.exchange · +971 (0) 52 562 2415
Post	GC Exchange FZE, 8th Floor, The Offices 4, One Central, Dubai World Trade Centre, Dubai, United Arab Emirates
Regulator	Virtual Assets Regulatory Authority (VARA), Dubai · vara.ae

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