

Complaint Handling Policy

A summary of the policy we adopt in order to manage client expressions of dissatisfaction.

OANDA Asia Pacific Complaint Process

OANDA Asia Pacific Pte Ltd (“OANDA”) is committed to the highest level of customer satisfaction. If you have any concerns with our product and services, we encourage you to contact us right away.

Contact Customer Service

Assistance is available. We strongly encourage you to reach out to us via our digital channels for a faster resolution to your queries.

- Chat: <https://help.oanda.com/sg/en/fags/contact-customer-support.htm>
- Email: frontdesk@oanda.com

Alternatively, if you are unable to use the recommended digital channels and would like to speak with our Customer Service agent, you may reach out to our dedicated customer service hotline.

- Call: [+65 6911 1889](tel:+6569111889)

To help us resolve your complaints as quickly as possible, please include your OANDA account number and your trade transaction details. Explain your circumstances and how OANDA can resolve your complaint. Please note that email is not a secure method of communication – do not include sensitive personal or financial information like credit card details, bank account details, or password information in an email.

How will OANDA deal with your complaint?

We thoroughly investigate all customer complaints (or a customer's authorised representative), including allegations of misconduct by OANDA or an employee of OANDA. Under no circumstances will the subject person of a complaint investigate the complaint.

How quickly will OANDA deal with your complaint?

OANDA will always try to resolve all complaints as quickly as possible. Should you have reason to complain, it is important that you initially contact the Customer Service Team at OANDA, who will be pleased to assist you. Most of the complaints received are resolved at this stage.

For all complaints received, OANDA will inform you in writing, and you will receive a response from the Customer Service Team within 48 hours of receipt of your complaint.

Should your complaint require further investigation, OANDA will assign a senior representative to you who may remain in contact for further updates.

A full and final written response will be issued. At the latest, your complaint will be dealt with within 28 business days from the date of receipt of the complaint. If OANDA is unable to provide you with a final response within this timeframe, we will write to you explaining why and advise you when you can expect a final response.

If you feel we have not fully addressed your concerns, you may refer to the assistance of The Financial Industry Disputes Resolution Centre Ltd (FIDReC), which is an independent and impartial dispute resolution scheme. For more details on FIDReC, kindly go to: <http://www.fidrec.com.sg>