Complaints and Disputes

OANDA Corporation

OANDA Corporation (OANDA) aims to provide its customers with the highest standards of service. However, we recognize that customer may on occasions be dissatisfied with some part of our service. OANDA is regulated in the United States by the National Futures Association (NFA) and Commodity Futures Trading Commission (CFTC). As such, OANDA is required to have a written complaint handling process.

Complaints and Disputes

A complaint or dispute can be received via the phone, letter, email or by any other form of communication. You must tell us as soon as possible about any dispute – the sooner you inform us, the easier it will be to resolve the matter. In the first instance, you should try to resolve your dispute through the usual customer service channels, as they are able to resolve the vast majority of disputes and very often issues arise as a result of misunderstandings and can be easily resolved. You will be asked to provide full details of your issue (for example, the date and time of a disputed trade). The more information you can provide, the easier it will be to resolve the matter. Customer Services will endeavor to resolve all such matters as soon as possible.

If our Customer Services team is unable to resolve the matter or you feel that our service has not met your expectations and you wish to make a formal complaint, you may do so by emailing us at: complaintsus@oanda.com.

If you do not feel that your complaint has been resolved satisfactorily, you may then refer your complaint to the NFA and/or CFTC.