

Orient Futures International (Singapore) Pte. Ltd. (the “Company” or “OFIS”) has a procedure for handling customers' complaints relating to the Company's products, service, and support. If your complaint relates to matters under data protection laws, please refer to <https://www.orientfutures.com.sg/privacy-policy> instead.

1. All complaints must be submitted via email to complaints@orientfutures.com.sg. To help the Company handle your complaint in a timely manner, please make your complaint as soon as possible (preferably within 2 weeks) and provide the following information:
 - Your full name, account number if any, and contact details (phone number and email address)
 - A brief background and details of your complaint
 - The name of the staff involved, if any
 - Product, services and/or support involved
 - Supporting documentation (if any)
2. You will be contacted for an interview with the Company so that further information can be obtained.
3. The Company will review all facts thoroughly.
4. The Company will strive to provide a final response to you within twenty (20) business days after the receipt of your complaint. If your complaint is received on any day other than a business day, i.e. on a Saturday, Sunday, or Public Holiday in Singapore, or after the close of business on a business day, the complaint will be treated as received on the next business day. The Company will inform you if more time is needed to provide you with a final response.
5. A final response means a written response from the Company:
 - a) stating that it is the Company's final response to you;
 - b) offering redress or remedial action specified in the response, with or without accepting that the complaint is valid; or
 - c) rejecting the complaint, in which case the Company will provide a reason.
6. If your complaint falls within the jurisdiction of the Financial Industry Disputes Resolution Centre Ltd (“FIDReC”), you may refer your complaint to FIDReC even if the Company rejects it. You may visit FIDReC's website at <https://www.fidrec.com.sg/> for more information.