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Complaints Procedure

MtradeGo whom is own by MSR Capital Limited (“the Company”) goal is to provide high quality investment and ancillary services to its clients.

The Company defines a complaint as any objection a client may have with respect to the provision of any investment and ancillary services provided by the Company, therefore the Company considers any complaints as an opportunity to receive client feedback and make improvements to its services. Thus, we would like to speedily deal with any issues arising by enabling the client to submit a complaint in the most convenient way.

We encourage you to choose from the following available methods:

1. by e-mail to: support@mtradego.com
2. by sending a letter to the Company’s address:
Lazenda Business Centre, Lazenda Centre,
Level 6, Block C, Jalan OKK Abdullah,
87000 Labuan F.T. Malaysia.

Please note that Complaints which do not contain the name and other details of the applicant will not be considered.

Upon receipt of the client’s complaint, the Company shall send a written acknowledgment to the client within five (5) business days from the date the complaint was received, confirming that the Company will take all the required actions to resolve the complaint, as well as the approximate time required to do so.

The Company will send a written response to the client within two (2) weeks from the date the complaint is received. If the client complaint has not been dealt with within the two (2) week period, the Company shall send the client a written preliminary response informing him/her about the status of their complaint and shall inform him/her of the remaining steps that are going to be followed in order for the complaint to be resolved.

The Company shall strive to resolve all complaints within an eight (8) week period from the date the complaint is received.