



Complaint Information

Effective date: 07 September 2026

1. Our Approach

Royal Financial Markets ("RFM") aims to provide professional, transparent, and responsive services. We take complaints and concerns seriously and seek to handle them fairly and appropriately.

2. What Can Be Submitted?

A complaint may relate to an RFM service, communication, operational matter, partnership relationship, or other matter directly connected with RFM.

3. How to Submit a Complaint

Complaints should be submitted through RFM's official email or other complaint channel published on the website. Where possible, the complaint should include the complainant's name and contact details, a clear description of the issue, relevant dates, supporting documents, and the outcome requested.

4. Brokerage-Related Complaints

Where a complaint concerns a brokerage account, trade execution, withdrawal, spread, account conditions, or another matter governed by a third-party broker agreement, the client may need to submit the complaint directly to the relevant broker under its complaint procedure. For clients whose brokerage relationship is with OneRoyal, the applicable OneRoyal complaint process and client agreement will apply to matters governed by that relationship. RFM may assist with communication where appropriate, but this does not replace the third party's formal complaint process.

5. Handling Complaints

RFM will review complaints in a reasonable and professional manner and may request additional information where necessary. The final complaint-handling procedure, response times, escalation process, and responsible contact should be confirmed in accordance with RFM's applicable legal and regulatory requirements.

6. No Waiver of Rights

Submitting a complaint does not limit any rights or remedies available under applicable law, contract, or regulatory requirements.

7. Contact

Complaint Email: support@royalfinancialmarkets.com

General Contact: info@royalfinancialmarkets.com