Dispute Resolution Policy

Brave Ltd. with registration number 2026-00020.
Legal address: Ground Floor, The Sotheby Building, Rodney Village, Rodney Bay, Gros-Islet, Saint Lucia

BRAVE

1. Introduction

Brave Ltd (the “Company”, “Brave”) is committed to treating its clients fairly and to resolving any complaint or dispute promptly, transparently and in good faith. This Dispute Resolution Policy (the “Policy”) explains how you can raise a complaint, how the Company handles complaints, the timeframes that apply, and the options available to you if a complaint is not resolved to your satisfaction. This Policy forms part of the Client Agreement.

2. What Is a Complaint

For the purposes of this Policy, a complaint is any expression of dissatisfaction by a client or prospective client regarding the provision of, or failure to provide, a service by the Company, including matters relating to account opening, order execution, deposits and withdrawals, fees and charges, platform functionality, or the conduct of the Company’s staff or representatives.

3. How to Submit a Complaint

3.1. In the first instance we encourage you to contact our customer support team, who resolve many issues immediately. If your matter is not resolved, or you wish to make a formal complaint, you should submit it in writing to complaints@bravefx.trade.

3.2. To help us investigate efficiently, please include: your full name and trading account number; your registered contact details; a clear description of the complaint and the facts on which it is based; the relevant dates, and where applicable the affected order or transaction numbers; copies of any supporting documents; and the outcome or remedy you are seeking. Please do not include your password or full payment card details.

3.3. You should submit your complaint as soon as reasonably possible after becoming aware of the event giving rise to it, so that the relevant records remain available and the matter can be investigated fairly.

4. How We Handle Your Complaint

4.1. **Acknowledgement.** We will acknowledge receipt of your complaint in writing, ordinarily within five (5) Business Days, confirming that it has been logged and providing a reference for future correspondence.

4.2. **Investigation.** Your complaint will be handled by the Company’s compliance function or another appropriately independent person who was not directly involved in the matter complained of. We will investigate the complaint thoroughly and impartially, reviewing the relevant records, communications and trading data, and we may contact you for further information.

4.3. **Response.** We aim to provide a final written response as soon as possible and, in any event, within a reasonable period. Where a complaint is complex and requires more time to investigate, we will keep you informed of progress and of the expected timeframe for a final response. Our final response will set out the outcome of our investigation, the reasons for our decision and, where appropriate, any remedy or redress offered.

5. If You Remain Dissatisfied

5.1. If, after receiving our final response, you remain dissatisfied, or if your complaint has not been resolved within a reasonable period, you may escalate the matter to the Financial Commission (https://financialcommission.org/), an independent and impartial external dispute resolution organisation for the forex and CFD industry, in accordance with its rules and procedures.

5.2. Referring your complaint to the Financial Commission does not affect your right to pursue any other remedy available to you, including through the courts of Saint Lucia in accordance with the governing law and jurisdiction provisions of the Client Agreement.

6. Record-Keeping

The Company maintains records of all complaints and of the measures taken to resolve them, in accordance with applicable regulations and its record-keeping obligations, and reviews complaints periodically to identify and address any recurring or systemic issues.

7. Contact

Formal complaints should be sent to complaints@bravefx.trade. General queries relating to this Policy may be directed to compliance@bravefx.trade.