

# Millance Dispute Resolution Policy

## Overview

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This policy outlines how clients of Millance LTD can resolve financial disputes, including withdrawal issues, transaction errors, and trading execution complaints.

## Key Points:

### How To File a Complaint:

1. Clients must submit a written complaint through Millance LTD's official support channels.
2. The complaint should include order details, transaction records, and relevant screenshots.
- 3. Response Time:** Initial response within 5 business days, final resolution within 30 days.

### Resolution Process:

- Step 1:** Investigation of trading logs and transaction history.
- Step 2:** Verification of compliance with Millance LTD's policies.
- Step 3:** Client receives a decision with supporting documentation.
- Step 4:** If unresolved, the dispute can be escalated to regulatory authorities.

Millance LTD reserves the right to make the final decision based on its trading terms and conditions.