Complaints Policy

HighBinary Technologies Ltd | Version 1.1 | Revised 25 November 2026

Application: this revision takes effect upon authorised publication and any notice or acceptance required by applicable law.

01 / Purpose and scope

HighBinary Technologies Ltd (the Company) provides this policy for the fair, accessible and timely handling of complaints concerning HighBinary services. It applies to account access, trading, automated trading, payments, verification, customer support and other platform services, including complaints from former users.

02 / Principles of fair treatment

Complaints are handled without charge, discrimination or retaliation. The Company assesses each case objectively, considers relevant evidence and seeks a fair resolution. Commercial interests must not override the merits of a complaint. Where an error is established, appropriate corrective action will be considered.

03 / How to submit a complaint

Complaints may be submitted through the Help Center, Contact Support or support@highbinarytrading.com without a sign-in requirement. Written complaints may also be sent to the registered office. Users may appoint an authorised representative subject to proportionate verification.

04 / Information to provide

Where available, include the account email, a description of the issue, relevant dates, transaction or trade identifiers, supporting evidence and the desired resolution. Missing information does not automatically invalidate a complaint. Never send passwords, authentication codes or private wallet keys.

05 / Acknowledgement and tracking

The Company aims to acknowledge receipt within two business days and assign a case reference. All formal complaints are recorded, including receipt date, issue, investigation, updates, outcome and escalation. Mandatory deadlines take precedence.

06 / Assessment and investigation

Complaints are assessed according to their nature, urgency and potential impact. Relevant account records, order logs, price feeds, payment records and communications may be reviewed. Where practicable, a person not directly involved in the disputed decision will conduct or review the investigation.

07 / Response timeframes

The Company aims to provide a substantive final response within 15 business days of receipt. If a complex case requires more time, the user will receive an explanation, a progress update and an expected response date. The Company will comply with any shorter or otherwise mandatory statutory timeframe.

08 / Trading and market data disputes

Trade disputes are assessed using relevant order parameters, execution and expiry records, applicable payout terms, available market data and technical logs. Differences between external charts and platform prices are not automatically proof of an error. Verified errors are assessed on their merits and under the applicable contractual and legal rules.

09 / Payments and account restrictions

Deposit, withdrawal and account restriction complaints may require verification of payment ownership, transaction status or security concerns. Restrictions must be proportionate and reviewed when relevant information becomes available. Information may be withheld only where disclosure is prohibited by law or would compromise legitimate security controls.

10 / Automated trading and technical incidents

Complaints involving automated trading or technical failures are assessed using available system records, user instructions, feature settings and incident evidence. An unfavourable trading result alone does not establish a malfunction. Verified unauthorised activity, execution errors or service failures will be assessed for appropriate remediation.

11 / Final response and remedies

The final response will explain the outcome, material reasons and any corrective action, subject to lawful confidentiality restrictions. Remedies may include correction of records, restoration of access, refunds or other appropriate redress where justified. No provision of this policy limits mandatory rights or remedies.

12 / Internal review and escalation

Users who disagree with an outcome may request a further review through the same support channel, explaining the disputed findings and providing any additional evidence. Where practicable, the review will be assigned to a different suitably authorised person. The outcome will be communicated in writing.

13 / External remedies

Users retain the right to seek independent legal advice, contact a competent authority or dispute resolution body where available, or pursue remedies through a court of competent jurisdiction. Internal complaint handling does not waive or suspend statutory rights or deadlines unless applicable law provides otherwise.

14 / Privacy and record retention

Complaint information is processed in accordance with the Privacy Policy and applicable law. Access is limited to persons with a legitimate need. Records are retained for applicable legal, dispute resolution and operational requirements, then securely deleted or anonymised when no longer required.

15 / Oversight and policy updates

The Company reviews complaint patterns to identify recurring issues and improve services. Material changes to this policy will be communicated where required. The current version is made available through the platform. This policy applies alongside the Terms & Conditions and does not override mandatory consumer protections.

16 / Company information

HighBinary Technologies Ltd | Company registration number: 17551319 | Registered office: 37th Floor, One Canada Square, Canary Wharf, London, E14 5AA, United Kingdom. Website: https://highbinarytrading.com/ Complaints: support@highbinarytrading.com. Security incidents: security@highbinarytrading.com.