

COMPLAINTS PROCEDURE

In this document “tastyfx,” “our,” “us,” and “we” refers to tastyfx LLC, a limited liability company organized under Delaware law, registered Retail Foreign Exchange Dealer (RFED) and Introducing Broker (IB) with the CFTC, and Forex Dealer Member (FDM) of the National Futures Association (“NFA”) (NFA ID 0509630). You, the customer, may be referred to as “you,” “your,” “yours,” or “yourself,” as appropriate. This procedure supplements the Customer Agreement and explains how you should address a complaint you have about our service. Defined terms used within this document hold meaning as assigned in the Customer Agreement, except as otherwise defined herein.

If you feel dissatisfied with any aspect of our service, please start by contacting our Trading Services team at **+1 (312) 981-0498**, or email **helpdesk.us@tastyfx.com**. Many complaints can be resolved at this level.

If our Trading Services team is unable to resolve your complaint, please reach out to our Compliance team at **compliance.us@tastyfx.com**. To help us serve you, please provide a clear and thorough description of your complaint. Our Compliance team will review the details to assess whether we have acted fairly, within our rights, and met our obligation to you. You will receive a written email response from our Compliance team within one week of receiving your complaint.

In matters not covered by the Customer Agreement, we will resolve the matter on the basis of good faith, fairness, and market practice.

If you remain dissatisfied, you may file a complaint via the NFA through their online portal, <https://www.nfa.futures.org/ComplaintNet/FileAComplaint.aspx>.