

## Complaint Procedure

Are you a customer who made the initial margin deposit above or **more than Rp. 10,000,000, (Ten Million Rupiah)?**

- a. The customer submits a complaint to the admin.
- b. The admin of PT Doo Financial Futures will direct and assist the customer via email or telephone to make a complaint on the website <https://pengaduan.bappebti.go.id>.
- c. The customer fills in the complaint on that website.
- d. The customer makes a complaint containing information such as customer data, the futures brokerage data and/or the reported party, chronology of the complaint, completes supporting documents, i.e. evidence of funds transfers and special power of attorney if the complaint is made by a proxy and uploads the documents through the website.
- e. After the complaint is verified and approved by the Commodity Futures Trading Regulatory Agency (CoFTRA), the complaint settlement process has entered the stage of handling customer complaints through a deliberation process at the Futures Brokerage level with the time limits of 21 (twenty-one) working days.
- f. If no consensus is reached at the Futures Brokerage level, the process will proceed to the mediation stage by the Futures Exchange with a maximum period of 21 working days.
- g. If an agreement cannot be reached at the mediation stage at the Futures Exchange, the customer can resolve the complaint at BAKTI (Commodity Futures Trading Arbitration Agency) or the South Jakarta District Court according to the selection in the Customer Acceptance Application.
- h. All reports on the results of handling customer complaints will be reported to CoFTRA.

Direct Phone No : +62 21 50291188

Email address : [pengaduan@id.doofinancial.com](mailto:pengaduan@id.doofinancial.com)

Are you a customer who makes an initial deposit of **up to IDR 10,000,000 (ten million rupiah)?**

- a. Customers submit complaints via email [pengaduan@id.doofinancial.com](mailto:pengaduan@id.doofinancial.com) or customer complaints hotline at number +62 2150291188
- b. Customer will be contacted by admin from PT Doo Financial Futures via email and/or telephone to direct settlement at the Futures Brokerage level;
- c. PT Doo Financial Futures' admin will send a customer Complaint Form to the customer's email to be filled in by the customer;
- d. The complaint resolution process is carried out by deliberation (meeting face to face or online via Zoom meetings, Google Meet, video calls, and/or telephone);
- e. If the process of resolving complaints through deliberation cannot reach an agreement, then the next settlement process will be through the Commodity Futures Trading Arbitration Board.