CLIENT CARE · DISPUTE RESOLUTION

HORIZON CAPITAL

HORIZON CAPITAL is committed to an effective, fair, and efficient complaint-handling process. Our objective is to ensure all client concerns are addressed with professionalism and transparency.

When filing a complaint or dispute, clients must comply with specific procedures to ensure timely and effective resolution.

01

Formal Written Submission

Include full name, trading account number, contact number, registered email address, and a detailed description of the complaint. For financial claims, additional documents such as bank statements or invoices may be required.

02

Use Your Registered Email

All claims must be submitted from your registered email to support@horizoncapitalfx.co.uk. Claims from unrecognized addresses will be disregarded.

03

Maintain Confidentiality

Refrain from releasing public statements while your claim is being processed. All verified claims are resolved within 30 working days.

04

Stay Accessible

Maintain open communication by phone or email during the resolution period for immediate updates and clarification.

IMPORTANT HORIZON CAPITAL reserves the right to reject complaints that do not comply with established procedures.

Complaints and disputes will only be accepted if they meet specific validity requirements related to our Terms of Use and trading operations.

Terms of Use Compliance

Filed complaints must be exclusively related to the official Terms of Use of HORIZON CAPITAL. Claims resulting from client negligence or non-compliance with agreements will not be accepted.

Trading Discrepancies

Disputes related to discrepancies in trading results are valid. This includes technical faults showing different results, unexecuted orders, modified trades, or glitches displaying added or closed trades that should be ongoing.

Significant Issues Only

All claims must be significant and not the result of miscommunication. Non-significant claims will be declined entirely by the Company.

Termination Grounds

Claims regarding termination of agreements or services must have valid and lawful grounds. If clients refuse to comply with their obligations, HORIZON CAPITAL's Terms of Use shall prevail.

Once a claim is accepted as eligible, HORIZON CAPITAL will take specific actions to analyze and resolve the issue effectively within 30 working days.

1

Analysis & Investigation

Valid complaints are thoroughly analyzed while we identify the best solution.

2

Proposed Remedy

We provide a possible remedy, which the client can act upon for settlement.

3

Account Restrictions

For trading complaints, we may temporarily or permanently restrict account access.

4

Termination Procedures

Account termination claims follow the procedures stated in the Terms of Use.

TIMELY FILING Clients must file complaints immediately upon occurrence. HORIZON CAPITAL is not liable for losses if issues are not presented promptly. The Company acknowledges that, despite best efforts, delays or inadequate resolution may occur if clients do not comply with requirements.

All forms of potentially harmful public statements are strictly prohibited during the resolution period. HORIZON CAPITAL enforces serious consequences for violations.

01

Prohibited Actions

Prejudicial statements with the intention of extortion, exaction, and any threat to the Company and its representatives are strictly forbidden.

02

Grounds for Termination

Any form of intimidation against HORIZON CAPITAL constitutes legal grounds to end negotiations definitively.

03

Financial Liability

The Company may enforce financial liability on clients for reputational damage, with fees ranging from **US$ 1,000.00 to US$ 500,000.00**, depending on violation severity.

RISK DISCLOSURE Trading with currencies, Contracts for Differences (CFDs), and other leveraged products involves considerable risk exposure. Market volatility may substantially affect the price and liquidity of an asset, and it is possible to lose some or all of the invested capital. Carefully assess your investment objectives, experience level, and risk appetite before trading. Do not use funds you are not prepared to lose and seek independent advice if necessary.