



FINANCIAL COMMISSION 2019 ANNUAL REPORT SUMMARY

Record Growth and Continued Efficiencies,
New Members and Appointments,
Launch of FX Media and Broker Directory

DISPUTE RESOLUTION METRICS



Total complaints **filed:**

7%



1012

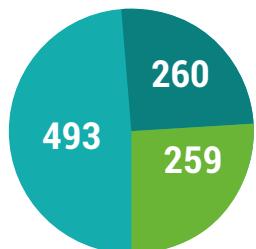
- Total complaints received
- Total complaints resolved

Total complaints filed & resolved



Trading related complaints:

260

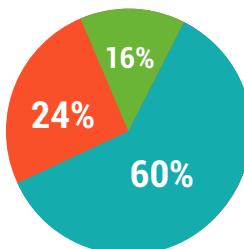


Complaints Category

- Trading Related
- Financial Issues
- Non trading

Ruled in favor of brokers:

451



Resolution Stats (Members)

- In Brokers Favor
- In Clients Favor
- Outside Jurisdiction

Ruled in favor of clients:

179



2X more compensation awarded for “financial related” disputes vs. 2018 



Ruled in favor of clients:



4X more compensation awarded for “trading related” disputes vs. 2018 

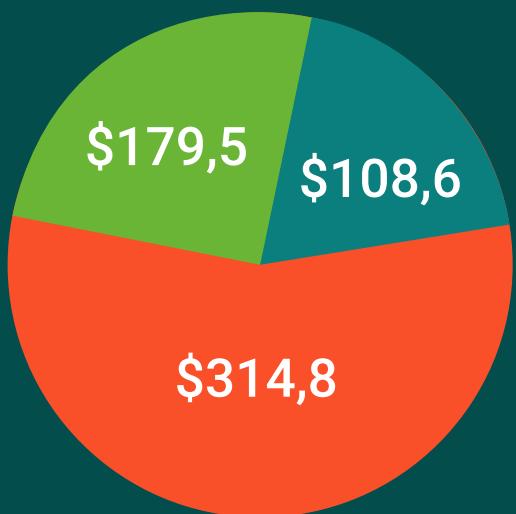
13%
Trading related complaints



DISPUTE RESOLUTION METRICS



Amount of compensation awarded to broker member clients:



\$602,924

25% of \$2.4M sought by broker member clients

Complaints Amount Awarded

- Trading Related
- Financial Issues
- Non-Trading

\$7,4M

sought by all traders in 2019



Dispute Resolution Time:

6.77
days

14%



BETTER
THAN
2018

60 DAYS

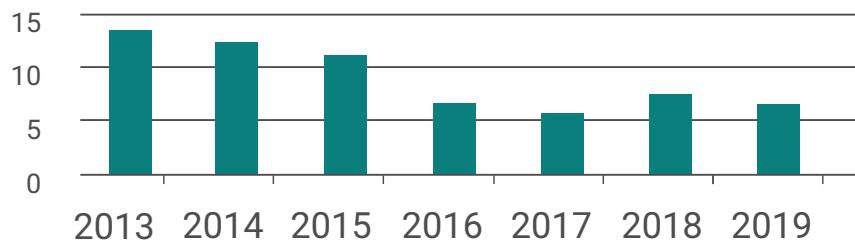


US, UK, AU
regulator avg.
resolution time

7 DAYS



Financial
Commission
avg. resolution

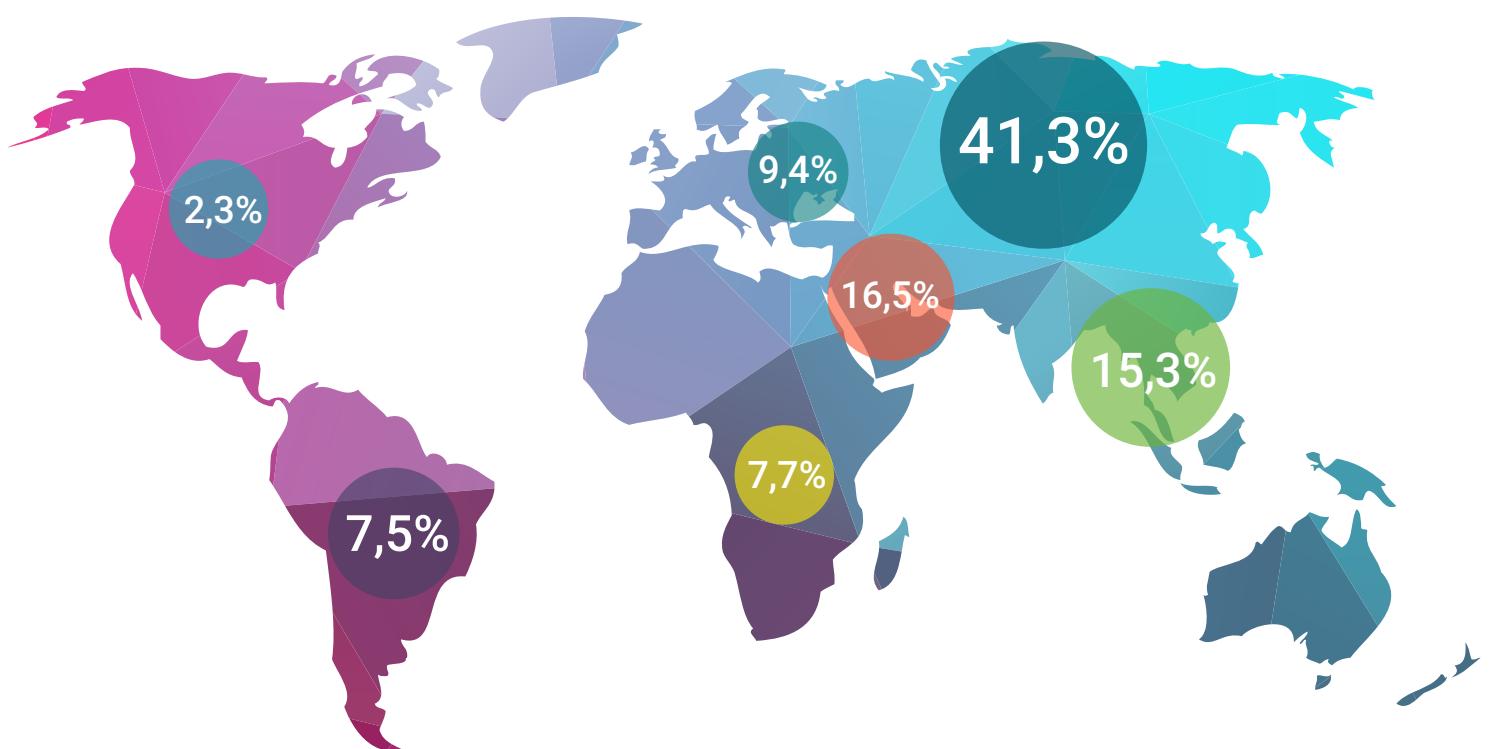


GEOGRAPHIES & LANGUAGES

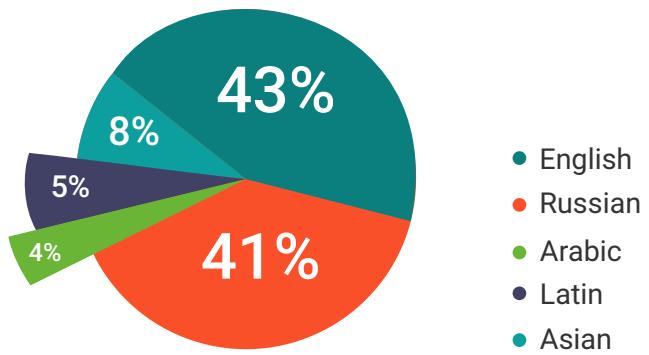


Asia, the Middle East and Latin America accounted for almost 40% of all disputes filed in 2019

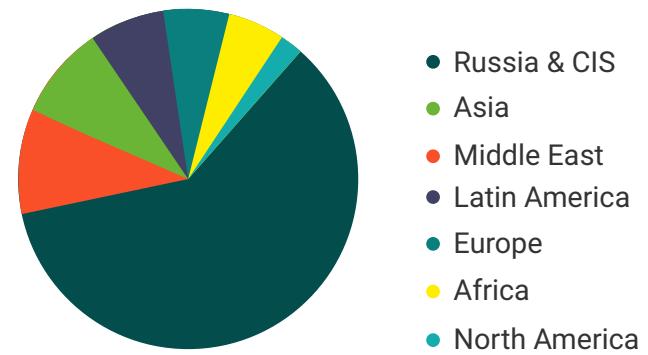
DISPUTES BY REGION



Disputes processed by language



Disputes processed by region



FOREX BROKER MEMBERSHIP

[VIEW ALL MEMBERS](#)

NEW MEMBERS: 8

**SAMTRADE FX****4XCUBE**.COM**Forex4you****TRADE99****SmartDec****AXITRADER**

CERTIFICATIONS :

3
new PAMM
service certifications:



2
new fintech
certifications:



VMT
new
certifications:

**RAMM.TECH****AIRSOFT** TECHNOLOGY PROVIDER**Share4you**

worldforex

CopyFX**Libertex****R**
Trader**Grand**
Capital**DealFX**

3
new DRC
appointments



Shay Benhamou
CEO Airsoft



Oskar Pecyna
DRC Member - Founder eOscar



Roberto d'Ambrosio
Co-Founder, CEO and
CIO of Araknos Investment Managers



NEW SERVICES

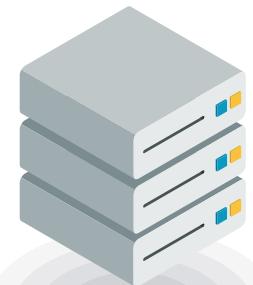


Collective investment
tech certification for
PAMM service providers

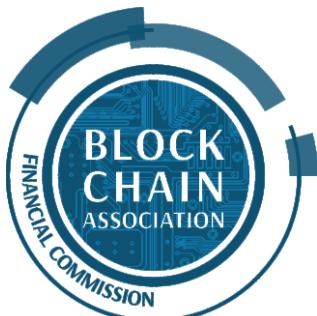
FX News:
Industry updates,
regulatory actions
and organization news



VerifyMyTrade
certification for
non-member firms



Check Your Broker
directory +
enhancements -
broker profiles



Launch of **Blockchain Association**
dedicated website with news and
dispute resolution service





Financial Commission participated in:

IFX EXPO Hong Kong 2019

Barcelona Trading Conference (BTC) 2019

Annual Meeting of Financial Markets Association of Malta

IFX EXPO International Cyprus 2019

The TradingShow NY 2019

Finance Magnates London Summit 2019



NEW PARTNERS



LAWITT HAMILTON
— TAX AND LEGAL —

Banking services for broker members

Lawitt Hamilton is an international consulting company with headquarters in the United Kingdom and offices in Russia, Cyprus and Turkey, which provides tax and legal services to corporate and private clients all over the world.



Tradefora
EXECUTION MATTERS

Trade pricing and execution analysis & reporting

Founded in 2015, Tradefora's mission is to help protect the interests of retail traders by providing an impartial 360-degree view on behind the scenes pre-trade and post-trade pricing and execution behaviors.





APPLY FOR MEMBERSHIP