



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:**

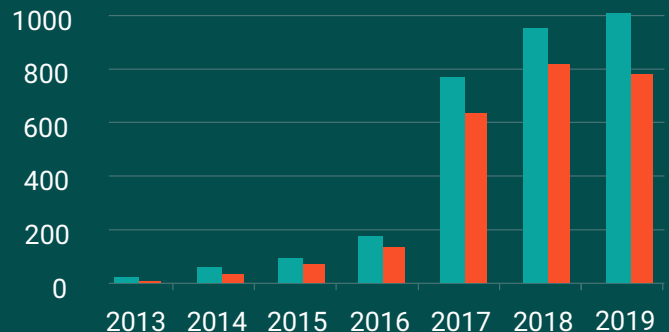
7%



1012

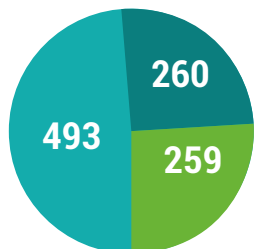
- Total complaints received
- Total complaints resolved

Total complaints filed & resolved



Trading
related
complaints:

260

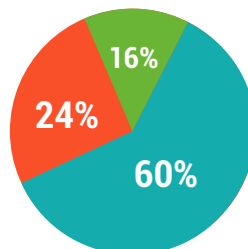


Complaints Category

- 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

17%



Ruled in favor
of clients:

14%



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

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

13%



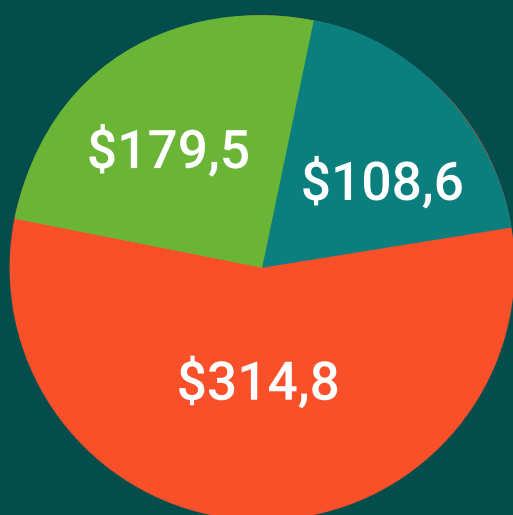
Trading related
complaints



DISPUTE RESOLUTION METRICS



Amount of compensation awarded to broker member clients:



\$602,924

Complaints Amount Awarded

- Trading Related
- Financial Issues
- Non-Trading

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

\$7,4M

sought by all traders in 2019



Dispute Resolution Time:

6.77 days

Average Resolution Time

14%



BETTER THAN 2018

60 DAYS

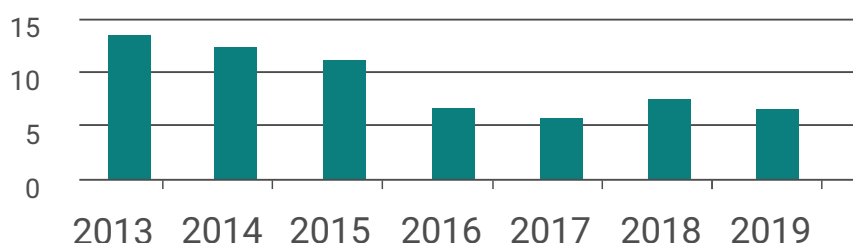


US, UK, AU regulator avg. resolution time

7 DAYS

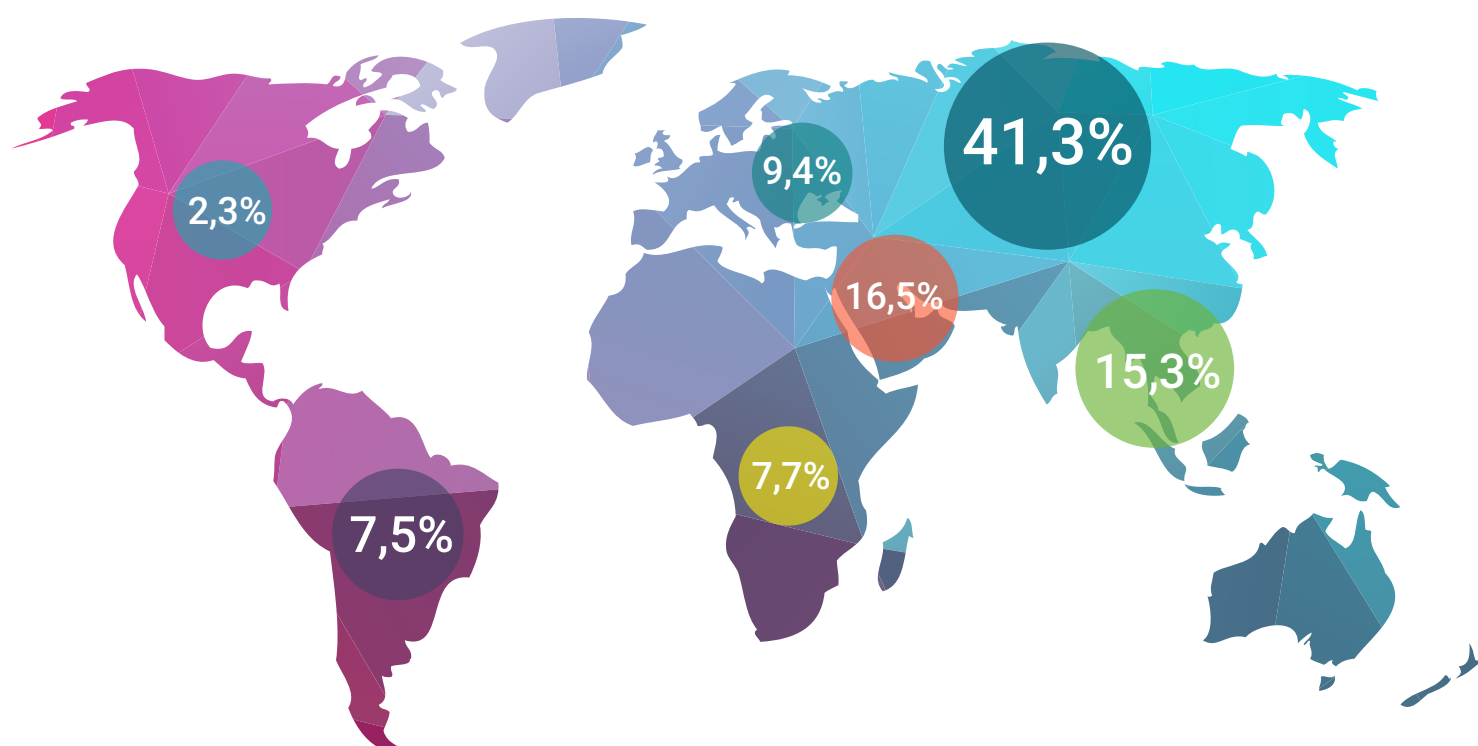


Financial Commission avg. resolution

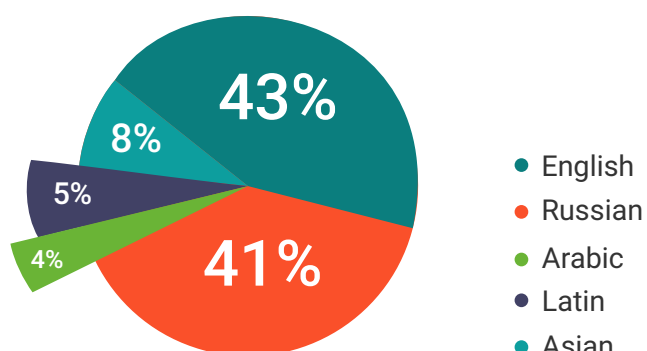


Asia, the Middle East and Latin America accounted for almost 40% of all disputes filed in 2019

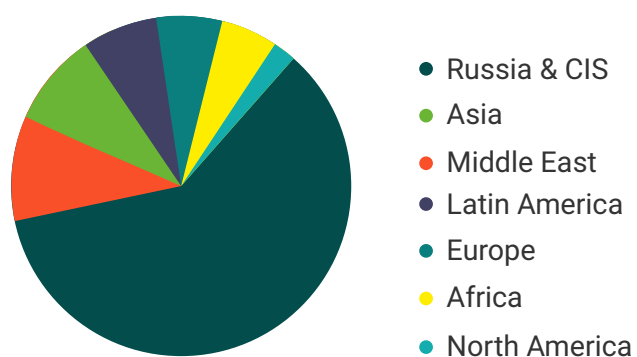
DISPUTES BY REGION



Disputes processed by language



Disputes processed by region



FOREX BROKER MEMBERSHIP



VIEW ALL MEMBERS

NEW MEMBERS:

8



worldforex



SAMTRADE FX

TRADE99

DealFX

Forex4you



4XCUBE.COM

SmartDec

AXITRADER

CERTIFICATIONS :

3

new PAMM
service certifications:



2

new fintech
certifications:



VMT

new
certifications:



RAMM.TECH

Share4you



TECHNOLOGY PROVIDER
AIRSOFT

Trader

worldforex

Libertex

Grand
Capital

DealFX

DRC APPOINTMENTS:

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





Collective investment
tech certification for
PAMM service providers



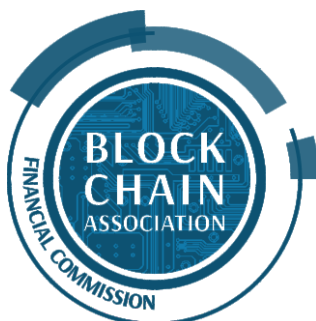
FX News:
Industry updates,
regulatory actions
and organization news



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

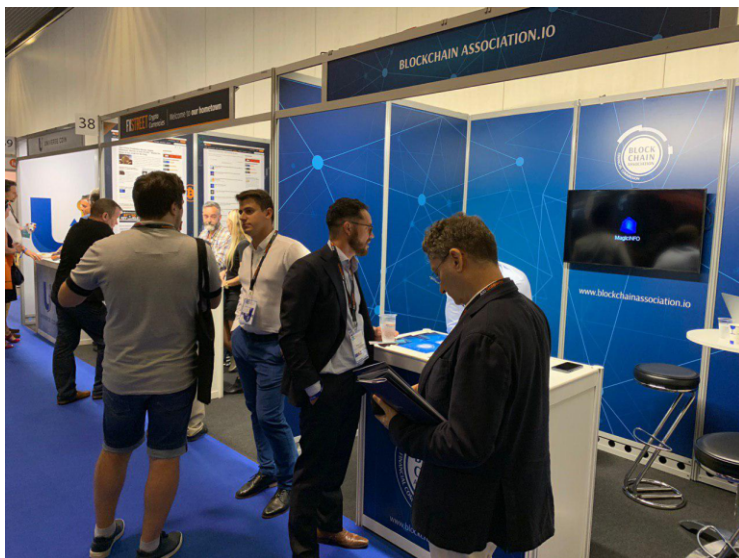
Barcelona Trading Conference (BTC) 2019

Annual Meeting of Financial Markets Association of Malta

IFX EXPO International Cyprus 2019

The TradingShow NY 2019

Finance Magnates London Summit 2019





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