

How to lodge a complaint:

Our customers may file a complaint if they are not satisfied with the services provided by HKBGE. We value and treat all complaints seriously and will take whatever appropriate actions if necessary.

Customers must file a complaint via email to cs@bg.exchange in order to set out full details of the incident. For facilitating our investigation on the issue of the complaint, the customer is required to provide the following information upon submission of complaint and HKBGE may ask for more details if necessary:

- 1) Customer's full name, contact details and relevant account details including account number or registered email address / mobile number.
- 2) An outline of the complaint.
- 3) Details about what the customer would like HKBGE to do for rectifying the situation.
- 4) Any supporting information or documents concerning the complaint.

Customer shall provide true, complete and accurate information. If customer fails to do so, HKBGE reserves the rights of not investigating the complaint.

After receiving a complaint, HKBGE will handle and investigate the matter in due course. HKBGE is expected to reply to acknowledge the complaint by email and keep customers informed about the progress of investigation and any resolutions made in a timely manner. We normally settle complaints within 2 months.