



Financial Commission Complaint Response

Complainant	Broker
Mr. [REDACTED]	Vittaverse
Financial Commission Complaint	# 14052
Complaint Raising Date	Complaint Filing Date
28/02/2025	10/03/2025

Complaint Matter

~~Mr. [REDACTED]~~ has lodged this complaint with the Financial Commission on the following grounds:

The Client used account # 698379 (USD) for active operations with the financial instruments of the FX market. On February 19, 2025, the Client funded her trading account with 2300 USD and received 800 USD in bonus funds from the Broker the next day. In the period from 21.02.2025 to 24.02.2025 the Client carried out 12 trading operations on the specified account. By the time of the incident, the Client has made a net profit in the amount of 5607 USD.

The incident on the Client's account occurred on 24.02.2025, at 17:56 (server time). According to the Client, at the specified time the bonus offered by the Broker was suddenly removed from the Client's account without any explanation. Subsequently, on the same day, the Client requested a withdrawal of her entire account balance of 7907 USD. However, after 5 days, the Broker only returned the Client's initial deposit of 2300 USD and deducted the 5607 USD profit without providing any justification. The Client claims that the Broker is withholding her profits without any apparent reason, since, in the Client's opinion, none of the Broker's rules have been violated.

The Client disagrees with the Broker's decision (see below) and considers the Broker's actions unfair. According to the Client, she has been trading the same strategy for 2 days without any problems, but suddenly the Broker decided to withhold all profits, which the Client believes were legally earned during the period of trading on the Broker's platform. In addition, the Client alleges that neither the live chat nor the WhatsApp support team was responding to her messages. The Client also sent an email to the Broker's support team, but have not received any response to her inquiry. In connection with the above, the Client requests that the Dispute Resolution Committee of the Financial Commission review the disputed transactions for alleged violations and requests that the Broker return the withheld profits in the amount of 5607 USD. The Client has provided the investigation with screenshots showing the status

of the unsuccessful withdrawal operation in the amount of 7907 USD made on 24.02.2025, the history of trades made on account # 698379 and the WhatsApp communication with the Broker's representative regarding this dispute, as documentary evidence.

In turn, the Broker claims that the Client's trading account was disabled for violation of the trading rules established by the Company. According to the Broker, the Client was using bonuses for abusive or unauthorized trading techniques. In support of its position the Broker refers to Appendix 2 of its Terms and Conditions:

Annex 2- General Bonus Terms and Conditions

10. Abusive trading behavior is considered (list not exhaustive):

- a. Use of abusive trading activities/strategies applying scalping and/or high frequency trading
- b. Multiple registrations from the same IP address
- c. Trading activities that can be counted as fraud, manipulation or attempts to garner risk free profits that may lead to platform abuse, price manipulation, time manipulation or similar practices
- d. The participation to the promotion of third parties on behalf of the client without the proper authorization or right to act
- e. **Trades entered or exited with latencies**
- f. Acting together with a third party using the trading platform in an abusive or manipulating way;

Therefore, in accordance with the provisions of Clause 10 of Appendix 2 of the Broker's Terms and Conditions, the Broker suspended the Customer's trading account and removed all illegal profits made on the Client's account. The Broker has provided the investigation with the history of all trading and non-trading operations performed on the Client's trading account, as documentary evidence.

Complaint Response:

The decision on this complaint is based on the information provided by the brokerage company Vittaverse and Mr. [REDACTED].

After a comprehensive analysis of the documentary evidence provided by the Client and the Broker the Dispute Resolution Committee of the Financial Commission has come to the following conclusions:

1. First of all, it should be noted that according to the information provided by the Broker, all trade IDs associated with trading account # 698379 have been flagged by its system due to the identification of a common unauthorized trading strategy applied to the financial instrument XAUUSD. The Broker states that the investigation carried out within the framework of the IDR has confirmed that this strategy is in violation of its established terms and conditions.
2. Second, in order to make a decision on this case, the DRC has analyzed the Client's trading activity in her account # 698379.
 - a) The analysis of the nature of the transactions performed by the Client revealed the following:
 - The Client's trades were made in the period from 21.02.2025 to 24.02.2025.
 - The Client's trades were made with only one financial instrument: XAUUSD.

- All of the Client trades were carried out during the hours of both active and inactive market.
- The volume of the Client's trades was set at 0.5 lots and has not been changed.
- The duration of the Client's trades ranged from several minutes to several hours.

b) The analysis of the financial results of transactions performed by the Client revealed the following:

- After 12 transactions the Client has made a net profit in the amount of 5706 USD.
- The share of profitable trades was 91.67 % or 11 trades.
- The share of unprofitable trades was 8.33 % or 1 trade.

3. Third, the DRC has verified the validity of the Broker's allegation that the Client was exploiting the vulnerabilities of its technical equipment and software for profit. For this purpose, the DRC reviewed the documentary evidence provided by the Broker, as well as the history of price data for the financial instrument in the disputed transactions obtained from independent providers of financial services. To ensure an objective investigation the Financial Commission uses several different sources, such as Tradeproofer, Tradeforma, Verify My Trade, TrueFX, FX Benchmark and some others for the purpose of verification of the quality of trades' execution. The analysis of the execution quality of the Client's trades showed that the vast majority of them were opened and / or closed at prices better than those available on the market.

Thus, in the general opinion of the DRC members, the Broker has sufficient grounds to claim that the disputed transactions carried out on the Client's trading account # 698379 were executed at lagging / non-market prices. Also, it is highly likely that the Client might have used special technical means (EA) exploiting vulnerabilities in the Broker's quoting system.

Based on the above, the members of the DRC of the Financial Commission have ruled in favor of the Broker and decided the following:

1. Recognize the disputed trades performed on the Client's trading account # 698379 as voided.
2. Consider the cancellation of the financial results of the specified trades by the Broker as lawful.

As such, in the general opinion of the DRC members, the Client's request for withdrawal of profits in the amount of 5706 USD from trading account # 698379 should not be satisfied by the Broker, as these profits were obtained by illegal method.

This complaint was reviewed by the members of the Dispute Resolution Committee of the Financial Commission and was processed by the Head of the Committee.

Ruled in Favor	Compensation
Vittaverse	none

If you have any questions regarding this investigation, please send them to the following address:
info@financialcommission.org

Acknowledgement

I certify that all information was considered by the Dispute Resolution Committee of the Financial Commission and hereby confirm that the decision was made fairly, impartially and without interference. I am confident that the information provided in the document is true.

Signature	Designation	Date
Anatoly Bulanov	Head of DRC	31/03/2025

Awards and Orders

- *DRC decisions are binding on Brokers. DRC decisions are binding on clients only if they accept them.*
- *If complainant agrees with DRC's decision, he'll need to accept it within 14 days. If the Client does not respond to the DRC's decision within 14 days the complaint is considered closed.*
- *Member must award the settlement within 28 days of when the decision was reached.*
- *If the decision was in favor of the Member, the Client must provide a release for the Member within 7 days of when the decision was made and the complaint is considered closed.*
- *The Compensation Fund will be only used should a Member refuse to adhere to a judgment from the Financial Commission or if a Member is removed from the Financial Commission without paying their outstanding judgments.*
- *The Compensation Fund will only cover judgments up to €20,000 per client.*