



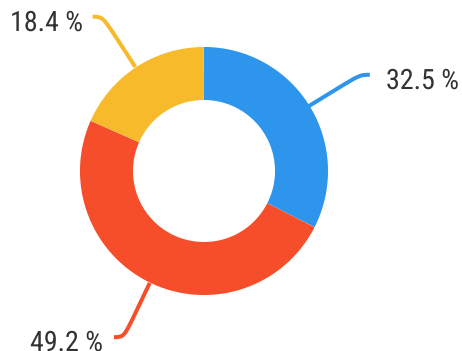
# 2025 Complaints Summary

2025 vs. 2024

Complaints	Amount Sought	Amount Awarded	Avg complaint value
1542	\$21,746,737	\$506,448	\$13,685
+8%	+46%	-5%	+50%

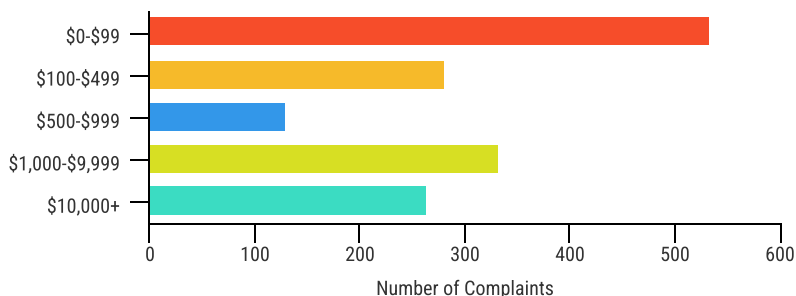


## Complaints Categories



Trading (501) Financial (758) Non-trading (283)

## \$ Complaint Values



Average Resolution time 7.4 days



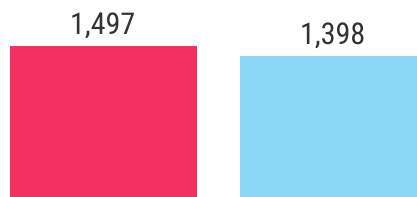
30% slower Y/Y



## Complaints topics



## Complaints Resolved



2025 2024

## Total Amount Sought



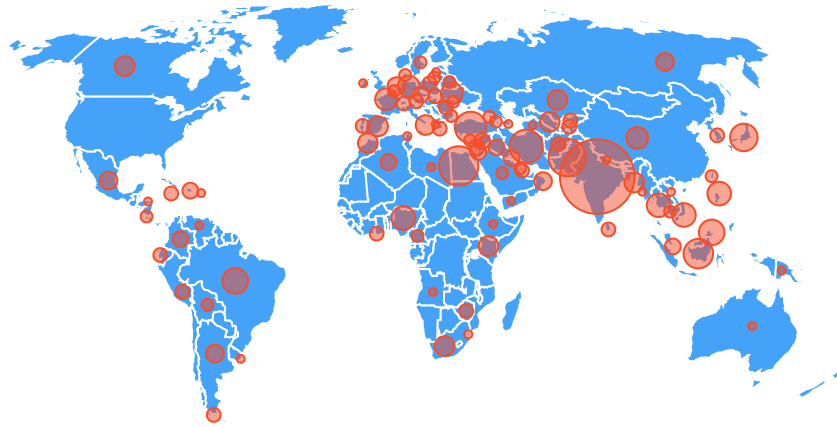
2024 2025



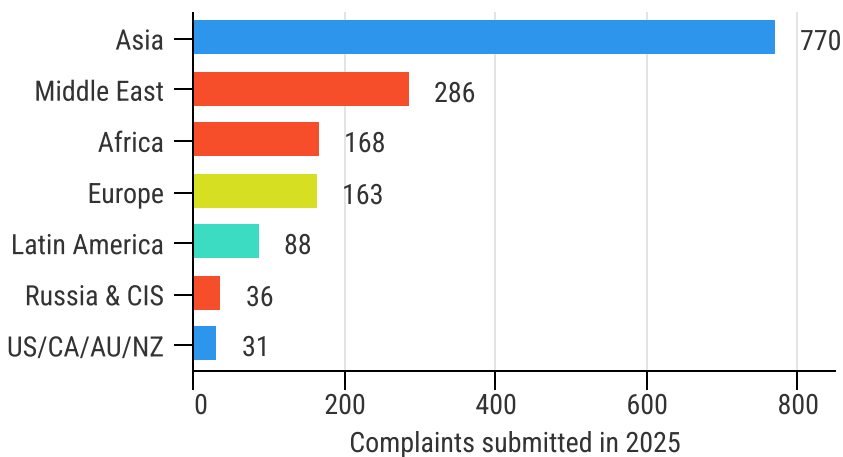
# 2025 Complaints Summary

2025

## Geography



### Regions



### Languages

