

Second Quarter 2026

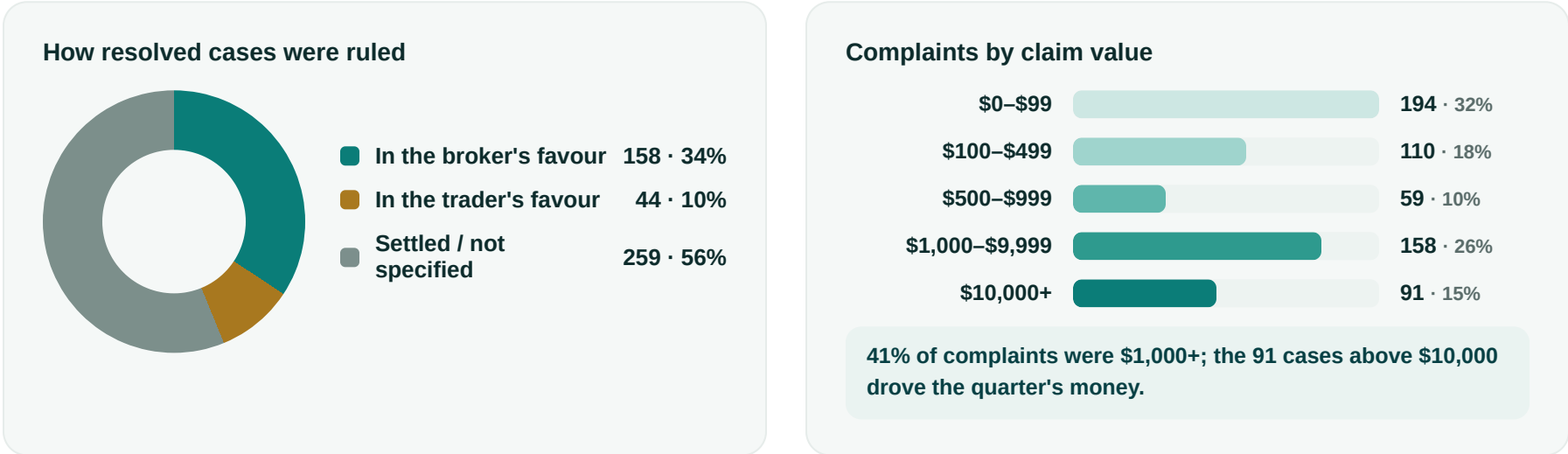
April – June 2026 · complaints handling & dispute-resolution performance

Complaint volume fell 18% to **612**, while the amount sought from members rose 49% to **\$9.00M**. Compensation awarded to traders fell 46% to **\$236,279**; the typical (median) claim was \$500.

KEY METRICS · QUARTER OVER QUARTER



Methodology note: resolution time is measured for member complaints filed during the quarter, by their actual open-to-close duration. The median was 13 days (from 11 in 1Q 2026) — the typical case — with a mean of 16 days (from 14), lifted by a tail of complex, multi-party disputes. Non-member complaints, declined almost immediately, are excluded.



COMPLAINTS BY CATEGORY

