FINANCIAL COMMISSION

Independent External Dispute Resolution

QUARTERLY COMPLAINTS REPORT

Q3 2026 · Jul 1 – Sep 30, 2026

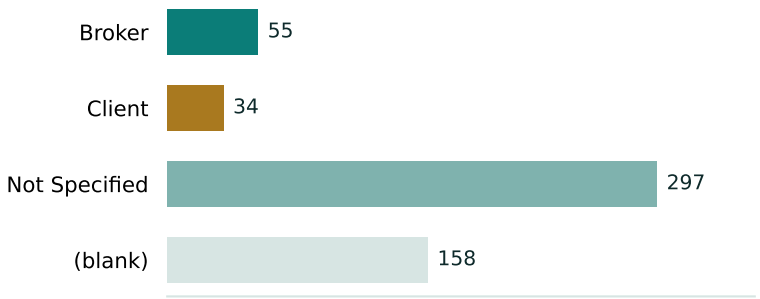
814	716	640	19 d
New complaints filed	Member complaints	Resolved @ qtr close	Median member res. time
▲ 33% QoQ	▲ 30% QoQ	▲ 23% QoQ	mean 17 d

$6.99M	$6.22M	$76K	1.2%
Amount sought (all)	Sought (members)	Awarded (resolved mbrs)	% member sought awarded
▼ 37% QoQ	▼ 31% QoQ	▼ 68% QoQ	vs 2.6% prior

COMPLAINT CATEGORIES & RESOLUTION OUTCOMES

- Trading Related — 455 (56%)
- Financial — 269 (33%)
- Non-trading — 86 (11%)

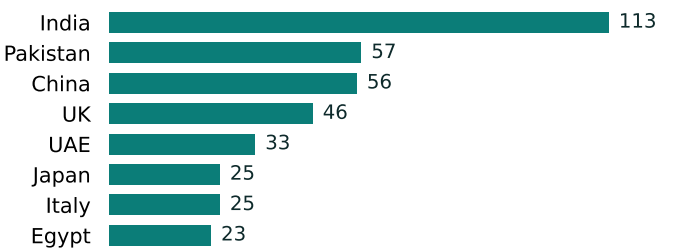
Ruled — resolved member complaints



CLAIM VALUE DISTRIBUTION & TOP CLAIMANT COUNTRIES

New complaints by claim value

Top claimant countries



AT A GLANCE — Q3 2026 vs Q2 2026

New complaints filed: 814 (▲33%) · Members 716 / Non-members 98

Resolved at quarter close: 640 · Open at close: 174 · Resolution rate 79%

Amount sought (members): $6.22M · Awarded: $76K · 1.2% of member sought

Median member resolution time: 19 days (mean 17) · Abuse-flagged complaints (incl. NBP): 140

Source: Financial Commission COMPLAINTS register (Asana export). Figures provisional pending review.

financialcommission.org