



[Knowledgebase](#) > [Partners Program](#) > [What to do in case of rebate/commission inconsistency?](#)

What to do in case of rebate/commission inconsistency?

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If you notice any discrepancy in your rebate or commission calculations, please take the following steps:

□ How to Resolve

1. Review your **IB Dashboard and reports** to confirm the details.
 2. Contact your **Account Manager** with the relevant information.
 3. Your Account Manager will escalate the matter to the relevant team for investigation.
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□ What to Provide

To speed up the review process, please include:

- Client account number(s)
 - Date range of concern
 - Screenshot or report extract (if available)
 - Detailed explanation of the issue
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The Partner Management Team will review and respond once the investigation is completed.

If you require immediate assistance, you may also contact:

- [□ Live Chat](#)
- [□ support@infinox.com](mailto:support@infinox.com)

□ All commissions are calculated in accordance with the applicable partner agreement and trading activity.