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What to do in case of rebate/commission inconsistency?

Vi Viphawee - 2026-03-04 - [Comentarios \(0\)](#) - [Partners Program](#)

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.

□ 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

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

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