COMPLAINS HANDLING POLICY

VERSION 2.0

01/2023

1. Scope

1.1 Olympic Markets Ltd, is a private limited Company incorporated under section 15 of the Labuan Companies Act 1990 (Act441) with registration number LL17699, fully authorized and regulated by the Labuan Financial Services Authority (LFSA) under License number MB/22/0106. Our registered address is at Unit B, Lot 49, 1st Floor Block F Lazenda Warehouse 3, Jalan Ranca-Ranca 87000 F.T. Labuan Malaysia, offering it services through its various brand names and websites.

1.2 The Complaint Handling Procedure (hereinafter the "Procedure") for the handling of complaints received by Olympic Markets Ltd, (herein after called the "**Company**") aims to establish, implement, and maintain effective and transparent procedures for the reasonable and prompt handling of complaints or grievances received from clients.

2. Queries

2.1 Any person and/or client (herein after called the "**Complainant**") who is dissatisfied with a service provided by the Company, for any reason, or has a query regarding an account or activity, they may contact the Customer Support Department through the following means:

- Via e-mail
- Via Live Chat
- Via Phone

2.2 Our Customer Support Department shall determine whether your query can be resolved immediately or if a further investigation is required. In the event where your query cannot be resolved immediately, the Company remains committed in addressing and/or resolving it in the promptest manner and usually takes up to 48 business hours.

2.3 If you are dissatisfied with the response to your query or grievance you received from the Customer Support Department, you have the right to refer the matter to the Company's Compliance Department following the process indicated below in section "Official Complaints".

3. Official Complaints

3.1 An official complaint as indicated in the Procedure is defined as "An expression of dissatisfaction addressed by a Complainant to the Company' s Compliance Department, related to the provision of Investment Services, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected". 3.2 The Compliance Department records the complaint in the Client's Complaint Form **ONLY** when it includes the following information:

- Full details of the client that made the complaint (name and surname).
- The Client's Account number alongside with the affected transaction number(s).
- The exact date and time that the issue arose.
- An accurate and detailed description of the issue.

3.3 The Clients willing to submit a complaint are advised to send it to the Company's Compliance Department through the following means:

- Via e-mail with a brief explication of the subject of complaint at compliance@olympicmarkets.com

3.4 Any Complaint communicated to the Company's Compliance Department should be sent from the Client's registered email or the Client's Appointed Representative as soon as possible after the subject matter of the complaint arose.

3.5 Confirmation receipt of the Complaint alongside with a unique reference number must be notified to the Complainant within 5 working days.

3.6 The Complaint will be investigated, and the Complainant shall be notified about the outcome/decision within 60 days.

3.7 In case, due to the nature of the complaint, more time is required for the complaint to be fully investigated and solved, the Head of the relevant Department should inform the Compliance Officer. The Compliance Department shall notify the Complainant about the investigation running and provide information about the approximate time period, until the final response will be sent, which cannot be longer than 90 days starting from the working day following the reception of the initial complaint.