

TradingDynamix Ltd

COMPLAINT HANDLING POLICY

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1.0 PURPOSE

TradingDynamix Ltd (hereinafter referred to as the “Company”) aims to offer the paramount of services to all its Clients. Therefore, this policy is intended to ensure that all the complaints of these Clients are handled properly and efficiently by the Company.

The Company has designated a Compliance Officer (hereinafter referred to as the “CO”) who shall manage all complaints from the Clients. However, in the case where the complaint involves the CO, consequently this Complaint shall be handled by the Company’s Representative.

2.0 DEFINITION

The Company defines a complaint as any expression of dissatisfaction that the Client may have pertaining to the services and products offered by the Company.

3.0 CLIENT RECORDS

All records which are provided by the Client and requested by the Customer Support Department (CSD) in respect to the Client’s Complaint will be safeguarded and stored; as per the legislation of the Republic of Seychelles, for a period of seven (7) years.

4.0 PROCEDURE

The Client shall forward its complaint by completing the Complaint Form enclosed herein [Appendix 1](#).

The department that will initially handle all complaints is the Customer Support Department (herein referred to as “CSD”). All complaints that are not resolved by the

CSD, will be escalated to the Compliance Department. If the complaint is still not resolved to the clients' satisfaction, it will be escalated to the Board of Directors.

1. This complaint should be submitted to the Company by any of the below mentioned options:

▪ Email of Company:	legal@movo.trade
▪ Postal Address of Company:	ABIS Centre, Room 12, Providence Estate, Mahe, Seychelles

- I. All complaints must be in writing and shall be addressed to the Customer Support Department of the Company via email or post as indicated above;
- II. The Client's Complaint shall be investigated by the Customer Support Department. During this period the Client should provide all relevant documentations pertaining to this Complaint as indicated in Annexure 1. The Customer Support Department may request additional information from the Client which should be provided for the complaint to be resolved properly and promptly. If the required and requested information is not provided, the Company may not be able to handle or investigate the complaint;
- III. Upon receipt of the Client's Complaint Form, the Customer Support Department shall forward a written acknowledgement to the Client within two (2) working days and provide the complainant with a reference number;
- IV. A response pertaining to the Complaint shall be provided within five (5) working days. However, if the Company is not able to resolve the complaint within the timeframe set, the Client shall then be notified in writing with the justifications for the delay and an estimated time to resolve the complaint will be provided by the Customer Support Department. As such, the Company shall aim to finalise and provide a final response to the Client within thirty (30) working days;

- V. The response of the Company shall be in the form of a written notice informing the complainant of (a) the outcome of the investigation conducted along with the reasons for reaching such a decision or (ii) the nature and terms of any offer and/or settlement (if applicable);

- VI. In the case whereby the Client is dissatisfied with the Company’s response regarding the complaint, the Client can then forward a copy of the Company’s final response to the Seychelles Financial Services Authority (hereinafter referred to as the “FSA”).

The contact details for the FSA are as follows:

ADDRESS:	PO BOX 991 BOIS DE ROSE AVENUE VICTORIA, MAHE, REPUBLIC OF SEYCHELLES
PHONE AND FAX:	(+248) 438 08 00 (+248) 438 08 88
WEBSITE:	https://www.fsaseychelles.sc/contact/
EMAIL:	complaints@fsaseychelles.sc

APPENDIX 1

Complaint Form

A. CLIENT INFORMATION

NAME:	ACCOUNT NUMBER:
ADDRESS:	TELEPHONE NUMBER:

B. BRIEF SUMMARY OF THE COMPLAINT

Please describe the product or service you are complaining about (description, evidence, amount and suggested way to be solved):

Please enclose relevant documentation that may help the Company to handle this complaint. The documentation to be provided by the Client are client’s statement, correspondence with the Company and any other supporting documentation to be requested by the Compliance Officer which is relevant to the Client’s complaint.

DATE AND PLACE

CLIENT’S SIGNATURE