

TRADEQUOMARKETS FINANCIAL SERVICES L.L.C**COMPLAINTS HANDLING POLICY**

1.INTRODUCTION

TRADEQUOMARKETS FINANCIAL SERVICES L.L.C is a limited liability company, registered under CMA UAE with license 20200000320 and is authorized to conduct activities i.e. introduction to financial services and financial consultancy.

2.PURPOSE

This document outlines the steps followed by TRADEQUOMARKETS FINANCIAL SERVICES L.L.C when receiving, handling, and resolving complaints raised by Clients. This policy is relevant to the size and nature of the financial services business conducted by the Company and is approved by the Executive Management and the Board of Directors to be offered to clients as per the target market.

3.COMPLAINTS PROCEDURES

All complaints must be submitted in writing. It should be addressed to compliance@tradequo.com. On receiving a complaint from a client, the employee will take the following steps:

Step 1: Complaint Submission

Customers must submit complaints in writing. It should be addressed to compliance@tradequo.com including full name, contact details, account details, and a clear description of the issue.

Step 2: Acknowledgement

TRADEQUOMARKETS FINANCIAL SERVICES L.L.C will acknowledge receipt of the complaint in writing within 48 hrs. of receiving the complaint.

Step 3: Investigation & Response

Customer complaints will be investigated thoroughly and impartially. A formal written response will be provided within 30 business days of acknowledgement. Should the investigation require more than thirty business days, the compliance team will inform the Client before the deadline, explain the reasons for the delay, and seek an extension.

4.CONFIDENTIALITY

All complaints will be managed in strict confidence.

5.CLOSURE OF COMPLAINT

Clients will be notified of the resolution once the investigation is concluded. If no further response is received within ten business days of receiving Tradequo response, the complaint shall be considered closed.