

COMPLAINTS POLICY

COMPLAINT HANDLING POLICY

Capital Com Online Investments Ltd (hereafter the "Company") is an incorporated company in the form of International Business Company with company number 209236B and registered at the address #3 Bayside Executive Park, West Bay St. & Blake Rd., P. O. Box CB 13012, Nassau, Bahamas. The Company is authorized and regulated by the Securities Commission of The Bahamas (the "SCB") under the license number SIA/F245.

The Company has appointed a Compliance Officer to efficiently handle any complaints from clients. This is to allow the Company to resolve and apply mandatory measures to avoid any recurring issues.

Definition

The Company classifies a complaint as any objection and/or dissatisfaction that the client may have with regards to the provision of the services provided by the Company which could not be successfully resolved by the Company's customer support service.

Procedure

The Compliance Officer shall be responsible for handling client complaints, except in the case where the complaint involves the Compliance Officer, whereby the complaint shall be handled by the Representative Officer.

You must provide the following information to assist us in dealing with your complaint:

- Your Trading Account Number;
- Your Name/Surname/Email address;
- Date of the event;
- Cause of your complaint (please indicate one of causes as follows:
 - a) Execution of orders;
 - b) quality or lack of information provided;
 - c) terms of contract/fees/charges;
 - d) general admin/customer services;
 - e) issue in relation to withdrawal of funds;
 - f) any other cause

All client Complaints must be submitted in writing, and should be as descriptive as possible in respect of the events that led to the filing of the complaint. The Company reserves the right not to review verbal complaints or claims missing significant details, such as date of the event, affected positions and/ or requested compensation amount etc.

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You may submit a complaint by communicating it via any of the following options:

- **Email:** compliance.bahamas@capital.com or
 - **Postal Address:** Capital Com Online Investments Ltd. #3 Bayside Executive Park, West Bay St. & Blake Rd., P. O. Box CB13012, Nassau, Bahamas.
1. When the Compliance Officer receives the Client's complaint then a written acknowledgement will be sent to the Client within 3 business days;
 2. The Company will send a final response within 14 days. In the event we are unable to resolve the issue within this timeframe, the Compliance Officer will notify you stating the reasons for the delay and indicate an estimated time to resolve the issue;
 3. If you are still not satisfied with the Company's resolution after receiving our final response, you may choose to refer your complaint, with a copy of the Company's final response, to the Securities Commission of The Bahamas (SCB) for further examination.

The contact details for the Securities Commission of Bahamas (SCB) in Bahamas are set out below:

You may contact the Securities Commission of The Bahamas (SCB) in Bahamas for complaints matters as set out below:

- **Address:** Poinciana House-North Building 2nd Floor 31A East Bay Street P.O. Box N- 8347 Nassau, The Bahamas
- **Phone:** 1 (360) 450-0981 (International)
- **Email:** ecomplaints@scb.gov.bs
- **Website:** <https://scb.gov.bs/complaints/>

Client Records

You should provide all relevant documentation, as well as any additional information requested by the Company's Compliance Officer in order to ensure all records are collected and the complaint is properly resolved. All records will be retained in adherence to local requirements for a period of seven (7) years.