

COMPLAINT HANDLING POLICY

Trademax Global Limited

Company Number 40356, Authorized and regulated by VFSC

Last updated on 16 November 2023

1. Introduction

This policy regulates the effective, clear and fast handling of complaints submitted to

Trademax Global Limited (hereinafter the "Company") in relation to its services. The

Company maintains Records of Complaints and measures taken their

expedient resolution, in line with applicable Laws, Rules and/or Regulations.

2. Definitions

A) Complaint:

This means a statement of dissatisfaction by a client addressed to the Company

relating to the provision of investment and/or ancillary services provided to the

client by the Company.

B) Complainant:

This means any person, natural or legal, who is a client of the Company.

3. Submitting a Complaint

The Complainant, if possible, should report the event or the date of the occasion

subject of the complaint to the Company as soon as possible. This is necessary to

enable the Company to investigate the complaint as efficiently as possible.

Employees of the Customer Support Department shall receive and manage – first of

all - complaints within the Company. Employees of the Customer Support

Department shall help the Complainant in compiling and submitting the

complaint. The Complainant must submit his/her complaints in relation to

services rendered on the basis of the Client Agreement of the Company. The Client

Agreement of the Company is available on the website of the Company. If

employees at the Customer Support Department are unable to settle the

complaint efficiently, the complaint will be escalated to the Compliance

Department of the Company.

The Company manages all complaints equally and fairly, without any discrimination,

in harmony with the procedure of this Policy.

Trademax Global Limited

The Complaints are handled by:

Customer Support Department

If possible, all complaints must be settled without delay. Company employees forward

all complaints submitted to the Customer Support Department. The Customer Support

Department shall be responsible for settling complaints. The officers of the Customer

Support Department will inform you of the appropriate process to follow.

If you are contacting us on behalf of another person, we may ask you to provide proof

of that person's consent to your handling of their Complaint.

Compliance Department

If employees at the Customer Support Department are unable to settle the complaint

efficiently or within a short period of time, they will escalate the complaint to the

Compliance Department of the Company. The Complainant, if he/she does not accept

the solution offered by the Customer Support Department, is also entitled to approach

the Compliance Department directly.

Response to Complaints

The Company follows the outlined procedures to ensure that your complaint is

resolved within a period of thirty (30) business days. This response, including the

reasoning, is always communicated to the Complainant. Some complaints can be

resolved more quickly depending on the facts and the nature of the Complaint. If the

Complaint is more complex and takes longer than thirty (30) business days to resolve,

we will communicate the reasons for the delay. Sometimes you are requested to

supply additional information required for investigating the complaint.

When the complaint is submitted by another person or with a method unsuitable for

establishing proper authorization of the submission, the Company may ask the person

authorized to submit the complaint to confirm the complaint in question.

The Company adds correct, clear and unanimous reasoning to every decision brought

down in order to settle complaints, which are mailed to the Complainant in writing. If

the decision refers to legislation, its relevant regulations must also be included in the

above reasoning.

Trademax Global Limited VFSC 40356

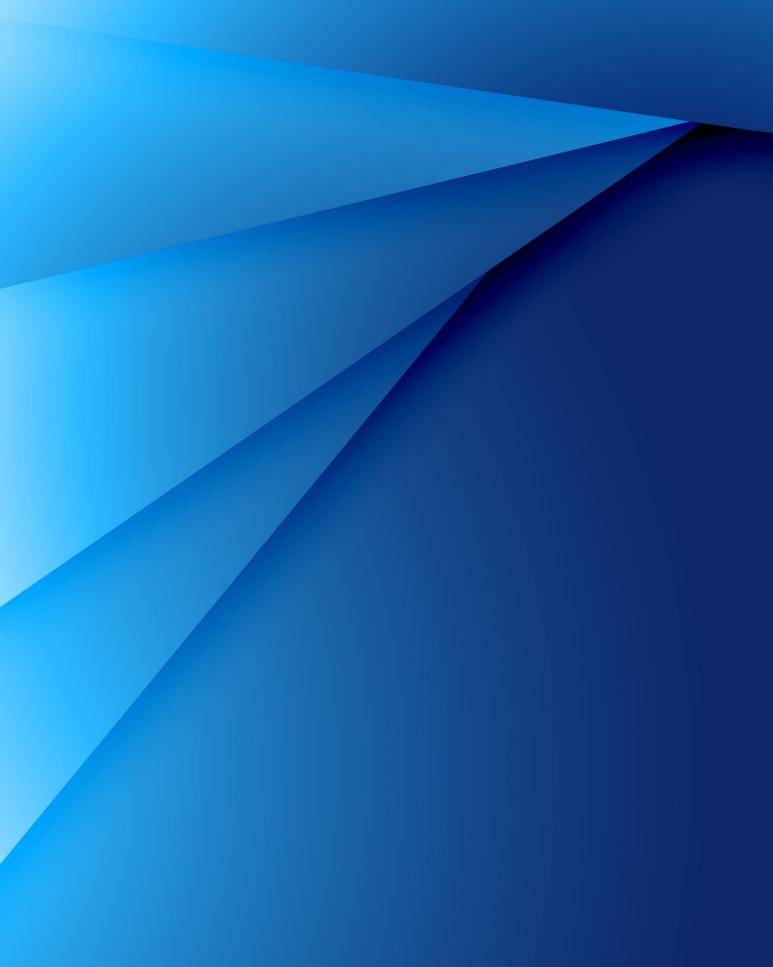
Record Keeping of Complaints

After settling the procedure, the Company shall preserve every written or electronic document related to complaints for a period of 7 years.

Settlement of Disputes

If for any reason your complaint has not been resolved by the Company, then you can escalate your complaint to the Financial Commission

(https://financialcommission.org/tmgm/) within 45 days from the time of the incident. However, you must try to resolve your complaint with the Company first.



- No.10, 3rd Floor, Bayview House, Lini Highway, 11/OD22/003. Vanuatu
- www.tmgm.com