

# TRADESENSE HOLDING LTD

## COMPLAINT HANDLING POLICY

July, 2024

TRADESENSE HOLDING LTD (hereinafter referred to as the “**Company**”) owns and operates the domain “**Tradeeu.global**” ([www.tradeeu.global](http://www.tradeeu.global)). TRADESENSE HOLDING LTD is registered in Mauritius with company number 183967, authorized and regulated by the Mauritius Financial Services Commission (hereinafter referred to as the “FSC”) with license number GB21026906 to carry out investment business as permitted under the Mauritius Financial Services Act 2007. The Company’s registered office is located at 4<sup>th</sup> Floor, Ebene Mews, 57 Cybercity, Ebene 72201, Mauritius.

### 1. COMPLAINT HANDLING PROCEDURE

The Company will follow the below procedure to ensure your complaint is dealt with in the appropriate manner:

- a. The Company will record the details of your complaint and contact you within 48 hours of receipt of the complaint and confirm the person who will be your contact at the Company.
- b. The Company will then thoroughly investigate the basis of the complaint using all the available information.
- c. After the investigation is concluded the Company shall take all necessary steps and/or actions in addressing any findings, where applicable.
- d. The Company will inform the Client know the outcome of our investigation.

### 2. REQUIRED INFORMATION

When submitting a complaint, Clients should duly complete and sign the “Client Complaint Form” attached as **Annex I**, and ensure that they include the following information, at minimum:

- a. Trading account number.
- b. Name and surname.
- c. Registered email address.
- d. A description of the problem and affected transaction number (if applicable).
- e. The date and time that the issue arose.
- f. Provide any available evidence to support your complaint.

### 3. TIMEFRAME OF COMPLAINT HANDLING PROCEDURE

The Company undertakes to deal with complaints in a timely manner. An initial response will be sent to you within 48 hours upon receipt of the complaint, including relevant details on the process we will take to investigate your complaint.

The Company endeavours to resolve all complaints within a four-week period. The Company will inform the Client in case more time is required for the investigation of the complaint. Notwithstanding the above, the Company shall provide its final response within eight weeks upon the receipt of the complaint.

### 4. CONTACT DETAILS

Please direct your complaints at [complaints@tradeeu.global](mailto:complaints@tradeeu.global).

## Annex I - Client Complaint Form

To file a complaint, please complete this form and submit it by email at [complaints@tradeeu.global](mailto:complaints@tradeeu.global)

All fields are mandatory, therefore make sure that you duly complete, date, and sign the form before submitting. Enclosed together with your Client Complaint Form, any relevant supportive evidence. The Company reserves the right to request clarifications and/or further evidence. All information submitted below should be true, accurate, and complete.

**Name and Surname:**

**ID/Passport/Driving Licence Number:**

**Trading Account Number:**

**Address:**

**Telephone Number:**

**Registered Email:**

**Complaint:**

Please describe your complaint and provide us with all the relevant details.

Date: ...../...../.....

Client Signature: .....