

Complaints notice

Popper Hennessy Street Suite 803, 8th Floor, Hennessy Tower Port Louis 11328, Mauritius.

Registered with The Financial Services Commission of Mauritius (FSC) License No. GB2002524

1. Introduction

ST Global Markets Limited ("the Company", "we", "us" or "our") is committed to ensuring that any person or organization using services provided by our Company or affected by the operations has the right to lodge a complaint and to have their concerns addressed in ways that ensure equity, fairness, accountability, and transparency.

This Complaints Notice provides information on how to formally lodge a complaint in the unlikely event that any aspect of our services are not satisfactory.

We have implemented a complaints management procedure that:

- Is simple and easy to use;
- Is available to all clients and stakeholders;
- Ensures complaints are fairly assessed and responded to promptly;
- Is procedurally fair and follows principles of natural justice; and
- Complies with legislative requirements.

2. Definition of a Complaint

A complaint is defined as an expression of dissatisfaction with any service provided by our Company.

3. How to Make A Complaint

In the event that you are not satisfied with our services, please contact our client support team by email at support@stgmarkets.com.

The complaint shall include the following information where possible:

- i. Client's full name;
- ii. Asset class and product
- iii. Trading platform;
- iv. Trading account number;
- v. The affected transaction number;
- vi. The date and time that the issue arose;
- vii. A description of the issue
- viii. Available evidence to substantiate the complaint; and
- ix. The remedy that the client is seeking in relation to their complaint.

Clients are advised that a complaint must be filed within **five (5) business days** so that the Company can effectively investigate and identify any remedy.

We will provide you with a written response **within 3 business days** to let you know that we have received your complaint. We will assign a unique reference number and carry out an impartial assessment of the complaint to establish whether we have acted fairly and met all our contractual and regulatory obligations to you. We will seek to respond to your complaint in writing **within 21 business days** of receiving your complaint, telling you whether the complaint has been successfully resolved or why we need more time to investigate it. In any case we will respond within a maximum of **90 days** from the day of the complaint.

4. Recording Complaints

When filing a complaint, we will record your name and contact details. We will also record all details of your complaint including what transpire, the outcome and any actions taken following the investigation of your complaint. We will also record all dates and times relating to actions taken to resolve the complaints and communications between us.