

**COMPLAINT HANDLING POLICY
MAXIMUS GLOBAL LIMITED**

COMPLAINT HANDLING POLICY

Maximus Global Limited (hereinafter the “Company”) aims to provide superior services to all of its Clients.

The Company has appointed a Compliance Officer to efficiently ensure the proper handling of any complaints from the Clients, in compliance with the Financial Consumer Protection (Complaint Handling) Regulations 2024. This is to allow the Company to resolve and apply mandatory measures to avoid any recurring issues.

Definitions

The Company classifies complaints as follows:

- **Complaint:** means any objection and/or dissatisfaction that the Client may have with regards to the provision of the products or services provided by the Company or the conduct of the Company in the provisioning of products or services. A complaint form is enclosed at the end of this policy.
- **Frivolous Complaint:** A complaint which has no serious purpose or value.
- **Vexatious Complaint:** A complaint intended to cause inconvenience, harassment, or unnecessary expenditure.

Company’s Internal Escalation Procedure

The Compliance Officer shall be responsible to ensure the proper handling of Client complaints, except in the case where the complaint involves the Compliance Officer, whereby the complaint shall be handled by the Representative Officer.

1. A client can lodge a complaint by completing the complaint form using any of the following methods:
 - **By post:** CT House, Office 8D, Providence, Mahe, Seychelles
 - **Telephone:** +248 437 34 03
 - **Email:** support@nordfx.sc
 - **Webpage:** <https://nordfx.sc/>
2. When the Company receives the Client’s complaint then a written acknowledgement will be sent to the Client within 2 business days.
The acknowledgement will include:
 - a) the timeframe by when the client will receive a response;
 - b) details of a designated person to contact regarding the complaint; and
 - c) reference number for the complaint.
3. A response will be provided within 21 business days. For grossly complicated complaints requiring extended investigation, the Client will be informed in writing, with an extended timeline of 90 business days.

4. In the case where the client is still not satisfied with the Company's final response, then the client can refer his complaint with a copy of the Company's final response to the Financial Services Authority (FSA) in Seychelles for further examination.

Escalation to FSA

Prior lodging the complaint to the FSA

1. In order for the Client to be able to contact the FSA for further examination it is required to demonstrate to the FSA that all possible options have been exhausted to resolve the matter directly with the Company. For this purpose, the Client should follow the Company's escalation procedure as indicated above for the investigation of the complaint by the Company before lodging a complaint to the FSA.
2. It is further noted, that the FSA shall not attend to any complaint, unless that it is satisfied that the matter has been brought to the attention of the Company and both the Client and the Company have failed to reach a mutually agreeable solution on the matter.

Lodging the complaint to the FSA

The contact details for the Financial Services Authority (FSA) in Seychelles are set out below:

PO Box 991
Address: Bois de Rose Avenue
Roche Caiman Victoria, Mahe, Republic of Seychelles
Phone: (+248) 438 08 00
Fax: (+248) 438 08 88
Website: <https://fsaseychelles.sc/complaint-handling>

Client Records

The Client should provide all relevant documentations as well as any additional information requested by the Company in order to ensure all records are collected and the complaint is properly resolved on time.

All records will be kept safe as per local requirements and for a period of seven (7) years. The Company shall provide all complaint related information to the Competent Authority within 1 business day from the date of receipt of the request from the Competent Authority.

Consumer Awareness

The Company shall provide clear information on complaint-handling procedures to all Clients at the time of onboarding and ensure this information is accessible through leaflets, the Company website, and other appropriate means.

Discrimination against Clients who have lodged complaints

The Company will not penalize or discriminate against Clients who exercise their rights by lodging complaints.

Confidentiality and Conflict of Interest

The Company will maintain strict confidentiality when handling all Clients' complaints. Complaints involving a conflict of interest will be handled by a designated independent officer.

<u>For internal use only:</u>	
Complaint Received By:	Date:
Acknowledgement sent to Client:	☐ Yes - ☐ No
Informed Client of initial action:	☐ Yes - ☐ No
Final response provided to Client:	☐ Yes - ☐ No
Holding response provided to Client:	☐ Yes - ☐ No - ☐ N/A