



Venmar
— BORN TO BE AN EXECUTIVE —

COMPLAINT HANDLING POLICY
Ven Mar Limited



COMPLAINT HANDLING POLICY

The Company provides transparent, fair and effective procedures for the reasonable and prompt handling of complaints and/or grievances, as received from complainants, from time to time, and keeps records of each complainant, as well as, the remedial actions taken to each situation.

For any general terms which has not been defined in the policy, please refer to the glossary within the Client Agreement.

Definition

A complaint, is a statement of dissatisfaction addressed to the Company by a natural or legal person relating to an investment service provided by the Company.

A complainant, is any person, natural or legal person who is presumed to be eligible to have a complaint considered by a firm and who has already lodged a complaint.

Submitting your Complaint

In order to submit a complaint to the Company, you are kindly requested to complete and submit the Complaint Form of the Company (at the end of this document) to company complaint email (compliance@venmarltd.com) Please note that the Company may not accept complaints submitted to it by any other mean/method (i.e. Fax, telephone, etc.).

Once you successfully complete and submit your complaint, the Compliance Department of the Company shall handle and investigate your complaint.

In case the Company receives a notice through the line of communication established by the Company to receive complaints, but which does not fall within the definition of 'complaint' above and can be characterized as an enquiry; this shall be categorized as an enquiry rather than a complaint and will be forwarded to the relevant department to be handled accordingly. The complainant maintains the right to request for the re-classification of his enquiry as a complaint.

Acknowledging your Complaint

We will acknowledge receipt of your complaint within five (5) days from the receipt of your complaint and provide you the unique reference number of your complaint. The unique reference number should be used in all your future contact with the Company and Seychelles FSA regarding the specific complaint.

Handling of your Complaint

Once we acknowledge receipt of your complaint, we will review it carefully, investigate the circumstances surrounding your complaint and will try to resolve it without undue delay. We shall make every effort to investigate your complaint and provide you with the outcome of our investigation within 30 business days from the date you have submitted your complaint to us. During the investigation process will keep you updated of

the handling process of your complaint. One of our officers may contact you directly (including communication by email or phone) in order to obtain, where needed, further clarifications and information relating to your complaint. We will require your full cooperation in order to expedite the investigation and possible resolution of your complaint.

In the event that your complaint requires further investigation and our Compliance Officer cannot resolve it within 30 business days, we will escalate your issue to Directors and make a holding response in writing or another durable medium. When a holding response is sent, it will indicate the causes of the delay and when the Company's investigation is likely to be completed. In any event, we shall provide you with the outcome of our investigation no later than one (1) month from the issuing of the holding response, depending on the complexity of the case and your cooperation. Please note that the Company shall consider your complaint as closed and cease the relevant investigation in case you fail to respond to our officers within the period of three (3) months from the date of the submission of your complaint. When we reach an outcome, we will inform you of it together with an explanation of our position and any remedy measures we intend to take (if applicable).

Record Keeping

Records may be maintained in either electronic or hard copy for a not more than 7 years required by law. The records to be kept include: all identifying information obtained from the customer, a copy of any document that was used to verify identity, a description of any non-documentary verification methods or additional methods used to verify, and a description of how Ven Mar Limited resolved all substantive discrepancies noted.

Final Decision

When we reach an outcome, we will inform you of it together with an explanation of our position and any remedy measures we intend to take (if applicable). If you are not satisfied with the Company's final decision or in the unlikely event that the Company was unable to provide you with a final response within the three (3) month time period specified above you may submit your complaint to the Seychelles Financial Services Authority and seek mediation for possible compensation.

Complaints Procedure for Clients

These are the questions you need to answer if you wish to submit your complaint to us. Ven Mar Limited. For help to fill in this form, please speak to one of our Customer Support representatives.

Please answer the questions and email them to us. Please note that Ven Mar Limited cannot accept complaints submitted to it by any other mean/method (i.e. telephone, etc.).

Complete, up-to-date as well as accurate information is required to be provided to Ven Mar Limited for the proper investigation and evaluation of your complaint. Please note that the below

Complaint Form is only indicative and not exhaustive. Ven Mar Limited may request further information and/or clarifications and/or evidence as regards your complaint. Moreover, Ven Mar Limited may request from you to re-submit a new Complaint Form in case it considers that you have incorrectly and/or falsely completed your Complaint Form.

Ven Mar Limited will try to resolve your complaint on the basis of good faith, fairness and by taking such action as is consistent with market practice.

Contact Details of Seychelles Financial Services Authority:

Website: Complaint Handling (fsaseychelles.sc)

General email: enquiries@fsaseychelles.sc

Postal Address: PO Box 991, Bois De Rose Avenue, Victoria, Mahe, Seychelles

Telephone: + 248 4380800

Fax: +(248) 438 0888

It is understood that your right to take legal action remains unaffected by the existence or use of any complaints procedures referred to above.

COMPLAINT FORM

The Company always strives to deliver the best and most reliable trading solutions, as well as the highest level of customer service at all times. If this has not been the case, or if we have not handled your concerns or enquiries to your satisfaction, please provide us with the details below.

Client Name	
Account Number ID	
Residential Address	
Telephone Number	

Date & Time the disputed situation arose:	
Services provided by the Company:	



Employee responsible for the provision of those services:	
Department where the employee belongs:	
Affected transactions:	
The ID's of the affected positions:	
Equity before:	
Equity after:	
Claimed magnitude of damage:	
Suggested way to be resolved:	

Brief Description of the Complaint:

Date:

Signature:

Please enclose any relevant evidence and supporting documentation such as: screenshots, reports, error messages and error codes (if any) Submit the form to company email