

Complaints Procedure

*The information on this APP is not intended for residents of the **China**, United States, Hong Kong, Iran, and North Korea; and is not intended for distribution to, or use by, any person in any country or jurisdiction where such distribution or use would be contrary to local law or regulation.*

SUPERFLUIDITY FINANCE LIMITED aims to provide a high level of service to all customers, at all times, thus we value feedback from our clients and use it to enhance the quality of our products and services. We appreciate that from time to time there can be misunderstandings and we endeavor to deal with your queries and complaints sympathetically and in timely manner. Complaints will be handled at no charge to the complainant, subject to statutory requirements

➤ **Account Queries**

If you have a query regarding your account or your dealings with SUPERFLUIDITY FINANCE LIMITED, you should initially notify our Customer Support Team as soon as reasonably practicable by:

- *Contacting us through our "Contact Us" page on our Website.*

To help us investigate and resolve your query quickly and efficiently, we ask that you provide as much information as possible, including the following:

- *Your name, trading account number and contact details;*
- *A clear description of your query; and*
- *Copies of relevant documents .*

Most queries can be resolved within 24 hours. If your query requires further investigation, we will contact you within **5 business days** of the initial query to advise you of the progress.

➤ **Complaints Procedure**

Where the initial query is not resolved to your satisfaction or if you wish to make a complaint, you should notify our Compliance Team by contacting us through our "Contact Us" page on our Website., and clarifying that you wish to make a complaint.

1. We will acknowledge your complaint **within 5 working days** of receipt of your complaint.

2. We will investigate your complaint and endeavor to send a final response to you

within 3 weeks of receipt of your complaint. If we are unable to provide you with a final response within this time we will send you an update.

3. We will endeavor to send a final response to you within 6 weeks of receipt of your complaint. If we are unable to provide you with a final response within this time frame, we will write to you explaining why and advise you when you can expect a final response.

If you do not feel that your complaint has been resolved satisfactorily by the Compliance Department, you are able to refer your complaint to the FAIS Ombud.

Any reference to the FAIS Ombud must take place within six months of the Compliance Department's final response letter, and you should also note that the FAIS Ombud will not consider a complaint until we have had the opportunity to address the complaint.