



COMPLAINTS HANDLING PROCEDURE

VANTAGE GLOBAL FINANCIAL SERVICES L.L.C

DET License No. 1584636 • Registered Office: Level 132, Burj Khalifa, Downtown, Dubai, UAE

Licensed Activity: CMA Category 5 - Introduction and Promotion • CMA License No. 20200000443

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ARTICLE 1: INTRODUCTION

VANTAGE GLOBAL FINANCIAL SERVICES L.L.C (DET License No. 1584636), a company established under the laws of the United Arab Emirates and having its registered office at Level 132, Burj Khalifa, Downtown, Dubai, UAE (hereinafter "**VGFS**" or the "Company"), holds a Category 5 licence issued by the Capital Market Authority ("**CMA**") of the United Arab Emirates, under CMA License No. 20200000443, permitting it to undertake the regulated activities of Introduction and Promotion within the UAE.

ARTICLE 2: INTERPRETATION OF TERMS

Unless the context requires otherwise, terms employed in this Procedure shall bear the specific meaning attributed to them herein and may be applied in either their singular or plural form as appropriate.

Client: bears the meaning assigned to it in the Client Referral Agreement published on the Company's website at [www.vantagemarkets.com/en-uae/ (English) & www.vantagemarkets.com/ar-uae/ (Arabic)].

ARTICLE 3: SCOPE

This Complaints Handling Procedure (the "**Procedure**") describes the internal processes that the Company follows when addressing and resolving complaints submitted by its Clients.

ARTICLE 4: PROCEDURE

4.1 Submission of Complaints

Every complaint must be presented in written form. In the first instance, it should be directed to the Customer Support Department at [complaints.uae@vantagemarkets.com]. Where the Client has received a response from the Customer Support Department but considers the matter unresolved, the Client may ask the Customer Support Department to escalate the complaint to the Compliance Department, which will then carry out a separate and impartial review.

4.2 Minimum Required Information

At a minimum, each complaint should contain the following particulars:

- the complainant's full legal name;
- the e-mail address that was supplied to the Company at the time of registration; and
- the particulars of such complaint.

4.3 Investigation

The Customer Support Department and/or the Compliance Department (where escalated) shall each conduct a diligent examination of any complaint referred to it, drawing upon relevant information held in the Company's books and records, with the aim of arriving at an equitable outcome.

4.4 Acknowledgement and Timelines

Timeline Overview

Receipt acknowledgement: dispatched within 7 working days of complaint submission.

Target resolution window: 30 working days from acknowledgement.

Permitted extension (where necessary): a further 30 working days, accompanied by written explanation.

Deemed resolved: 10 working days after a substantive response has been provided, absent a written objection from the Client.

The department handling the complaint in the first instance shall issue a written acknowledgement to the Client within seven (7) working days, confirming that the complaint has been received and that the Company will endeavour to provide a resolution within thirty (30) working days.

In the course of the investigation, the Company may call upon the Client to furnish supplementary information, documentation, or evidence reasonably required to support a thorough review and validation of the issues raised. The Client is expected to engage constructively with such requests in order to facilitate an efficient and prompt outcome.

4.5 Extension of Investigation Period

If it proves impracticable to finalise the investigation within the initial thirty (30) working-day period, the Compliance Department shall notify the Client in writing before that period expires, setting out the reasons for the delay and seeking an additional period not exceeding thirty (30) working days.

4.6 Confidentiality and Resolution

All complaints shall be handled on a strictly confidential basis. Upon completion of the investigation, the Client shall be informed of the outcome without undue delay.

Where a substantive response has been delivered to the Client, the Company shall be entitled to regard the complaint as closed and resolved upon the expiry of ten (10) working days from the date of that response, provided no notification of dissatisfaction has been received from the Client in the interim.

ARTICLE 5: FREQUENTLY ASKED QUESTIONS

Enquiries concerning this Procedure should be directed, in the first instance, to the Customer Support Department by e-mail at [**complaints.uae@vantagemarkets.com**].

— End of Complaints Handling Procedure —