



## Complaint Handling Procedure

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#### 1. OBJECTIVE

The purpose of this Complaint Handling Policy is to outline the procedure that will be implemented by employees of Gilgamesh Financial Services and/or GFX Securities and/or the Company (hereinafter “The Company”) in relation to addressing and resolving complaints of customers in a fast and effective manner.

#### 2. SUBMISSION

A complaint must be made in written form and submitted to the Company’s attention via e-mail specified on our website. A complaint must be written in a clear and understandable manner in order to be processed. The Customer shall not use inappropriate or offensive language or an emotional description of an issue.

The following information must be submitted together with a complaint:

- Account number;
- Full name and surname;
- Details of the problem/issue;
- Affected transaction number (if applicable);
- Date and time of subject issue.

#### 3. ACKNOWLEDGMENT

We will acknowledge receipt of your complaint within two (2) business days from the receipt of your complaint and provide you with a unique reference number of your complaint. The unique reference number should be used in all your future contact with the Company.

The Company has outlined the following set of rules that will be followed by responsible employees in order to ensure timely, effective and appropriate measures to be implemented in relation to a specific issue:

- After the Customer has lodged a complaint and received an acknowledgment, he/she will be contacted by the responsible Company employee within 48 hours after the complaint has been received;



- Details of the complaint must be recorded as soon as it is received from the Customer;
- The Responsible employee shall take all appropriate measures to investigate, address and resolve the complaint;
- After the investigation is concluded, the responsible employee shall inform the Customer about the outcome, and explain in a clear and understandable way the further instructions/steps that will be undertaken in order to resolve the issues and maximally prevent occurrence of such in future.

The Company always aims to resolve complaints in an amicable and professional business manner.

The company will resolve simple complaints within a period of 3 business days and complex complaints within a period of 5 business days.

#### 4. CONTACT DETAILS

Customer complaints should be directed to:

- Address: 3rd Floor, Ebene Skies, Rue de l'Institut, Ebene, Republic of Mauritius
- E-Mail: [support@gfxsecurities.com](mailto:support@gfxsecurities.com)