



XLENCE

COMPLAINT HANDLING POLICY



Complaint Handling Policy

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Xlence is a trade name of Tradeco Limited (hereinafter the 'Company'). The Company aims to provide superior investment services to all of its Clients.

Definition

The Company classifies a complaint as any objection and/or dissatisfaction that the Client may have with regard to the provision of any investment service provided by the Company.

Procedure

If Clients are unable to resolve their issue after contacting Xlence's Customer Support Department, they may progress their concerns by filing a complaint with the Company.

The Compliance Department shall be responsible for handling Client complaints, except in the case where the complaint involves the Compliance Department, whereby the complaint shall be handled by the Representative Officer.

The steps involved for filing a complaint with the Company are outlined below:

1. Clients may submit their complaint by sending an email from their registered email address to the Compliance Department at: compliance@xlence.com

Clients should include in their email a detailed description of their issue and attach any supporting documentation regarding their complaint.

2. A written acknowledgment will be sent to the Client within 5 business days of receipt of a complaint by the Compliance Department;
3. Within 8 weeks from the date that the Compliance Department receives the Client's complaint, a final response or a holding response will be sent to the Complainant explaining the findings of the investigation. In the case where a holding response is sent to the Complainant, then an explanation shall be given stating the reasons why the Company has not been able to resolve the complaint as well as giving an estimated time to resolve the issue;
4. If after 8 weeks of receiving the complaint, we are still not in a position to resolve the issue then the Compliance Department will notify the Client in writing stating the reasons for the delay and indicating an estimated time to resolve the issue;



5. A final response should be provided to the Client within 12 weeks from the date he submitted his complaint;
6. When the complainant has received the final response, he will have 8 weeks to respond. If no response has been received from the complainant indicating that he is still dissatisfied with the explanation, then the Complaint will be considered resolved;
7. In the case where the complainant is still not satisfied with the Company's final response, then the complainant can refer his complaint with a copy of the Company's final response to the competent authorities for further investigation.

Contact details for the Financial Services Authority (FSA) Seychelles are set out below:

Address: PO Box 991
Bois de Rose Avenue
Victoria, Mahe, Republic of Seychelles

Phone: (+248) 438 08 00

Fax: (+248) 438 08 88

Website: <https://fsaseychelles.sc/contact-us>

Client Records

The Client should provide all relevant documentation as well as any additional information requested by the Compliance Department to ensure all records are collected and the complaint is properly resolved on time.

All records will be kept as per local requirements and for a period of seven (7) years.

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