Complaints Handling Policy

Table of Contents

1. Introduction 3
2. Initial Queries and Complaints 3
3. Amendments 4

1. Introduction

Inzuzo Financial Services (Pty) Ltd is an authorised financial services provider in South Africa with license number 54742, with registration no. 2024/485622/07 and having its registered address at Trade House, Building 2, 33 Impala Road, Sandton, Gauteng, 2196, South Africa (hereinafter referred to as the "**Company**" or "**Ouinex**"). The Company, acting as an intermediary, facilitates transactions for **Global Markets LLC** (the "**Product Supplier**") which is authorized and regulated in Saint Vincent and the Grenadines, under No. 3796 LLC 2024, having its registered office address at Suite 305, Griffith Corporate Center, Beachmont, Kingston, Saint Vincent and the Grenadines. The Company is not a market maker, or product issuer, and acts solely as an intermediary in terms of the FAIS Act between the client and the Product Supplier, rendering only an intermediary service (i.e., no market making is conducted by the Company in relation to any products offered by the Product Supplier. Therefore, the Company does not act as the principal or the counterparty in any of its transactions.)

This Complaints Handling Policy (hereinafter referred to as the "**Policy**") is designed to establish, implement, and maintain effective and transparent procedures for the reasonable and prompt handling of complaints and grievances received from the Clients of OUINEX, including measures taken for the resolution of each complaint.

2. Initial Queries and Complaints

2.1 Clients with inquiries related to the Company's services or their accounts, or who are dissatisfied with the services provided, are encouraged to contact the Company's customer support team in the first instance. Commercial or IT-related complaints should be directed to support@ouinex.com.

2.2 In the event that a Client receives a response from the customer support team but disagrees with the resolution and believes the complaint warrants further independent review, or if the matter concerns legal or compliance issues, the Client may escalate the complaint by sending an email directly to compliance@ouinex.com. The Compliance Department will conduct an investigation into the complaint.

2.3 To facilitate the investigation, any complaint submitted must include the following information:

- The Client's full name;
- The Client's account number;
- The Clients contact details;
- The relevant transaction number (if applicable);
- The date and time of the issue; and
- A detailed description of the issue, including the financial product or asset in question

(e.g. Crypto Assets), if applicable.

- Any supporting documentation.

2.4 Complaints must be submitted in writing from the registered email address of the Client.

2.5 The Company is committed to investigating complaints within six (6) weeks and will communicate the resolution to the Client. During this process, the Company may request additional details or documentation from the Client as necessary.

2.6 If the Complaints Department is unable to conclude its investigation and respond to the Client within six (6) weeks from the date of receipt of the complaint, the Complainant may proceed to approach the FAIS Ombud for their consideration.

The contact details of the FAIS Ombud are as follows:

PO Box 41 Menlyn Park 0063
Telephone: 012 762 5000
Sharecall: 086 066 3274
Email: info@faisombud.co.za

All complaints shall be treated as confidential information by the Company.

3. Amendments

3.1 The Company reserves the right to amend this Policy periodically. In the event of any material changes to this Policy, Clients will be informed through the publication of an updated version on the Company's official website. The latest and prevailing version of the Complaints Handling Policy will always be available on the website.

3.2 This Policy supersedes and replaces any prior Complaints Handling Policies, with the latest available version being the applicable standard.