

COMPLAINT HANDLING POLICY

WCG Group Ltd. (Registration No. 15665) is an international brokerage and clearing house licensed by the Mwali International Services Authority (Licence No. L15665/WG). Its registered address is Hamchako, Mutsamudu, Autonomous Island of Anjouan, Union of Comoros.

The Company has appointed a Compliance Officer to efficiently handle any complaints from clients. This is to allow the Company to resolve and apply mandatory measures to avoid any recurring issues.

Definition

The Company classifies a complaint as any objection and/or dissatisfaction that the client may have with regards to the provision of the services provided by the Company which could not be successfully resolved by the Company's customer support service.

Procedure

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

You must provide the following information to assist us in dealing with your complaint:

- Your Trading Account Number;
- Your Name/Surname/Email address;
- Date of the event;
- Cause of your complaint (please indicate at least one) as follows:
 - a) Execution of orders;
 - b) quality or lack of information provided;
 - c) terms of contract/fees/charges;
 - d) general admin/customer services;
 - e) issue in relation to withdrawal of funds;
 - f) any other cause.

All client complaints must be submitted in writing via email or post as per details below, and should be as descriptive as possible in respect of the events that led to the filing of the complaint.

The Company reserves the right not to review verbal complaints or claims missing significant details, such as date of the event, affected positions and/or requested compensation amount etc.

You may submit a complaint by communicating it via any of the following options:

- **Email:** cs@wcgmarkets.com
 - **Postal Address:** WCG Group Ltd., Hamchako, Mutsamudu, Autonomous Island of Anjouan, Union of Comoros.
1. When the Compliance Officer receives a complaint then an acknowledgement will be issued within 3 business days;
 2. The Company will send a final response within 14 days. In the event we are unable to resolve the issue within this timeframe, the Compliance Officer will notify you stating the reasons for the delay and indicate an estimated time to resolve the issue;
 3. If you are still not satisfied with the Company's resolution after receiving our final response, you may choose to refer your complaint, with a copy of the Company's final response, to the Mwali International Services Authority for further examination.

You may contact the Mwali International Services Authority for complaints matters as appropriate.

Client Records

You should provide all relevant documentation, as well as any additional information requested by the Company's Compliance Officer in order to ensure all records are collected and the complaint is properly resolved. All records will be retained in adherence to local requirements for a period of seven (7) years.