

Complaints Handling Policy

Company Name
Traders Trust Limited

Version
2025-01

Review Date
31/01/2025

Traders Trust Limited (hereinafter the "Company") aims to provide superior services to all of its Clients.

The Company has appointed a Compliance Officer to efficiently handle any complaints from the 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. A complaint form is enclosed at the end of this Policy.

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.

The Client may register a complaint by completing the complaint form, using any of the following options:

- Email: complaints-sc@ttcm.com
 - Postal Address: CT House, Office 9A, Providence, Mahe, Seychelles
1. When the Compliance Officer receives the Client's complaint then a written acknowledgement will be sent to the Client within 2 business days;
 2. The Company shall provide a final response within 21 business days, however in case we are still not in a position to resolve the issue then the Compliance Officer will notify you in writing stating the reasons for the delay and indicate an estimated time to resolve the issue;
 3. For complicated complaints and when the Company is not in position to resolve the complaint within the initial timeframe of 21 business days, a final response should be provided to the Client within 90 business days the latest from the date the complaint was received;
 4. 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 Financial Services Authority (FSA) in Seychelles for further examination.
 5. Communication with the complainant shall be conducted in English. Should the company provide a translation of its response for the complainant's convenience, the response will be available in both languages and, in the event of any dispute, the English version shall prevail.

The contact details for the Financial Services Authority (FSA) in Seychelles are set out below:

Address: PO Box 991
Bois de Rose Avenue
Roche Caiman Victoria, Mahe, Republic of Seychelles
Phone: (+248) 438 08 00
Fax: (+248) 438 08 88
Email: complaints@fsaseychelles.sc

Website: <http://fsaseychelles.sc/index.php/contact-us>

Client Records

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

All records will be kept safe as per local requirements and for a period of seven (7) years. The complaint form can be found in the next page.

A. Client Information:

Name:	Account Number:
Address:	Telephone Number:

B. Brief Summary of the Complaint:

Please describe the product or service you are complaining about (description, evidence, amount and suggested way to be solved):

- Please enclose any other relevant documentation that may help us to handle the complaint.
- Possible documentation to be provided (client statement, correspondence with the Company as well as any other supporting documentation to be requested by the Compliance Officer which is relevant to the Client's complaint)

Date and place

Client Signature

For internal use only

Complaint received by:	Date:			
Acknowledgement sent to Client:	Yes	☐	-	No
Informed Client of initial action:	Yes	☐	-	No
Final response provided to Client:	Yes	☐	-	No
Holding response provided to Client:	Yes	☐	-	No - N/A
Signature of Compliance Officer:	Date:			