



COMPLAINT HANDLING PROCESS

INTRODUCTION

Capinex Capital Ltd ("Kin Markets", "us" or "we") is authorized and regulated by the Mwali International Services Authority ("MISA") in Comoros as an International Brokerage.

In accordance with the Brokerage Act, 2013 of Mwali, governing international brokerage and clearing house licenses, every International Brokerage is required to establish and maintain an internal complaints resolution system and procedure to ensure that all client complaints relating to financial services provided by the Brokerage are handled promptly and fairly.

Each Broker has a duty to conduct its business with integrity, fairness, and dignity, and must act in an ethical manner in all dealings with clients, the public, and other industry participants. It is KIN Markets' policy to provide the highest possible level of service to our customers. It is inevitable from time to time some customers may be dissatisfied with aspect(s) of the service KIN Markets provides and we acknowledge the right of customers to have any expression of dissatisfaction dealt with courteously, professionally and in a timely manner.

In the unlikely event that you have any reason to feel dissatisfied with any aspect of our service, in the first instance you should contact us as support@kinmarkets.com

Very often issues may arise as a result of misunderstandings and can be easily resolved by our customer services team.

WHAT IS A COMPLAINT

A "complaint" means, a specific expression of dissatisfaction relating to a financial service rendered by the company or representative to the complainant in which it is alleged that the provider or representative:

- Has contravened or failed to comply with a provision of the services and that as a result thereof the complainant has suffered or is likely to suffer financial prejudice or damage;
- Has wilfully or negligently rendered a financial service to the complainant which has caused prejudice or damage to the complainant or which is likely to result in such prejudice or damage;
- Has treated the complainant unfairly.

HOW TO SUBMIT A COMPLAINT

If a complainant has a complaint against KIN Markets, the complainant must complete a Complaint Form.

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You can submit your complaint to KIN Markets' Complaints Department via email to support@kinmarkets.com. The complaint should contain sufficient detail and must include:

- The full name, ID/registration number and contact details of the complainant;
- The full name, ID/registration number and contact details of the client (if different to the complainant);
- Proof of authority for the complainant to act on behalf of the client;
- Specific details about the nature of the complaint, which would include sufficient facts;
- Dates and supporting documentation to enable KIN Markets to deal with the complaint quickly and fairly.

RECEIPT OF COMPLAINT

The complaint will be entered into our Complaints Register on the same day that it is made, and written confirmation of receipt will be forwarded to you within 5 business days of receipt of the complaint. We will keep record of the complaint and maintain such record for 5 years as required by legislation.

The complaint will immediately be brought to the attention of the officer in charge of the relevant department for allocation to a trained and skilled person who is able to properly respond to your complaint.

After receipt and recording of the complaint, the officer will forward the complaint as soon as practically possible to the relevant staff appointed to consider its resolution and ensure that:

- The complaint receives proper consideration;
- Appropriate management controls are available to exercise effective control and supervision of the consideration process; and
- The complainant is informed of the results of the consideration.

The Complaints Department must inform the complainant of the outcome of the review process within 45 business days from the date the initial complaint is received:

- If the complaint is upheld in favour of the complainant: KIN Markets must provide an appropriate remedy or compensation promptly, without undue delay;
- If the complaint is not upheld or the complainant is not satisfied with the proposed resolution: the complainant may contact the company at support@kinmarkets.com and provide additional evidence, information, or clarification for further consideration.