COMPLAINT HANDLING POLICY

Effective Date:November 2025

Version: 1.0

1. Introduction

VG MARKETS (Pty) Ltd (hereinafter referred to as "the Company," "we," "us," or "our") is authorised and regulated by the Financial Sector Conduct Authority (FSCA) of South Africa under FSP License Number 54461. The Company is committed to providing fair, transparent, and high-quality services to all clients, as such, the Company has established this Complaints Handling Policy (the "**Policy**") in accordance with the Financial Sector Regulation Act, 2017, and gives effect to the FSCA Conduct Standard 3 of 2020, the Financial Advisory and Intermediary Services Act ("**FAIS**"), and Treating Customers Fairly principles. This Complaint Handling Policy outlines the framework and procedures for managing and resolving complaints received from our clients in a timely, consistent, and compliant manner.

We treat all complaints seriously and use them as an opportunity to improve our services and maintain client trust. This policy will be reviewed annually and updated as necessary to reflect changes in regulation or business practice. All staff will receive regular training on this policy.

2. Definitions

- **Complaint:** Any expression of dissatisfaction, whether oral or written, and whether justified or not, from or on behalf of a client relating to the provision of, or failure to provide, a financial service by the Company.
- **Complainant:** A client or former client of the Company, or their authorized representative, who makes a complaint.
- **Business Day:** Any day other than a Saturday, Sunday, or public holiday in the Republic of South Africa.
- **Final Response:** A written response from the Company which either:
    - Accepts the complaint and, where appropriate, offers redress; or
    - Offers redress without accepting the complaint; or
    - Rejects the complaint and gives reasons for doing so.

3. Submitting a Complaint

In terms of the FAIS Act, a complaint means a specific complaint relating to a financial service rendered by the FSP or a representative of the FSP, to the Complainant, and in which complaint it is alleged that the FSP or representative:

- Has contravened or failed to comply with a provision of the FAIS Act 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; or
- Has treated the complainant unfairly.

Client may submit a Complaint directly to the Compliance Department at any time. In instances where the complaint relates to any matter that is not within the Company's control and business operations, such as trading, payments and similar, you are encouraged to raise a formal complaint to the Product Supplier directly.

If you have any query regarding your account, or you are dissatisfied with our Services, in the first instance you may also contact the Customer Support Department via email at support@vgmarkets.com, or any other official method of communication made available, as the majority of issues can be dealt with at the support level.

The Customer Support Department will try to resolve your query immediately. If your query cannot be resolved immediately, the Customer Support Department shall remain committed to addressing and resolving it in a prompt manner (usually within 2 business days). If additional time is required, they will issue a holding response in writing and they will indicate when they make further contact to inform you of the investigation process and outcome.

If you are not satisfied with the final response received by the Customer Support Department, and would like to raise the matter directly to the Compliance Department, you may complete and submit the Complaint Form via the following channels:

- Email: compliance@vgmarkets.com
- In Writing: To the Compliance Officer, VG MARKETS (Pty) Ltd

  Norwich Place West, 2nd Floor, Cnr 5th and Norwich

  Sandown, Sandton, Gauteng, 2196, South Africa

To facilitate investigation, the complaint should include:

- Client's full name and account number
- Contact details

- Clear description of the complaint, including relevant dates, transactions, and parties involved
- Details of any previous communication on the matter
- Any supporting documentation

The Form must be filled out truthfully, completely and accurately. The information required through the Form is indicative and additional information and/or clarification and/or evidence may be requested. We may request you to submit a new Form if we consider that you have falsely and/or insufficiently completed the Form.

Upon the successful submission of the Form, and within two (2) business days we will acknowledge receipt of the Form. We will then carry out an impartial review of the matter and communicate to you the outcome of our investigation and propose remedial actions (if applicable) within twenty-one (21) business days of receipt of the Complaint.

In the unlikely event that we are unable to respond within ten (10) business days, we will inform you of the reasons for the delay and indicate the period of time within which it is possible to complete the investigation. In any event, we shall provide you with the outcome of our investigation no later than one (1) month from the date of our acknowledgment, depending on the complexity of the case and your cooperation.

At any given time during the handling process of complaints we may require you to provide us additional information and documentation (including but not limited to updated due diligence documentation and/or other registration data, etc.) and your full cooperation is expected. We may extend the investigation timeframe, or put the matter on hold if you have failed to respond adequately and/or within a reasonable timeframe or within the timeframe we may have indicated.

We encourage you to lodge your query and/or complaint within a reasonable time from the moment the matter occurs.

In the event that you wish to withdraw a complaint lodged, the Company may request for you to withdraw the Complaint in writing.

If a complaint is submitted on behalf of a client, we may require proof of authority to act on the client's behalf.

The Company will accept and investigate all Complaints, regardless of tone or language. Where communication is abusive or inappropriate:

- The Company may set boundaries
- Request that communication be conducted in writing only
- Warn the Complainant that abusive language towards staff will not be tolerated.

The merits of the Complaint will still be assessed objectively.

4. Complaint Handling Procedure

Step 1: Acknowledgment
The Company will acknowledge receipt of the complaint in writing within **two (2) business days** of receipt.

Step 2: Assessment and Allocation
Complaints will be logged in the Company's Complaints Register and allocated to the appropriate department for investigation. The Compliance Department oversees the complaint handling process, unless the complaint involves the Compliance Department directly, in which case it will be escalated to senior management or an independent officer.

Step 3: Investigation
The investigating officer will conduct a fair, impartial, and thorough investigation, considering all relevant information and documentation.

Step 4: Resolution and Response
The Company aims to provide a **Final Response** within **21 business days** of receipt of the complaint.

If the complaint is complex and requires additional time, the Company will send a **holding response** within 21 business days, explaining the reasons for the delay and providing an estimated timeframe for resolution. In no event shall the total timeframe exceed **90 business days** without regulatory notification.

The Final Response will include:

- A summary of the complaint
- The outcome of the investigation
- The decision and reasons for it
- Any offer of redress or remedial action

- The complainant's right to refer the matter to the Office of the Ombud for Financial Services Providers (FAIS Ombud) if dissatisfied, including contact details and time limits

Step 5: Closure

If the Complainant does not respond within **8 weeks** of receiving the Final Response, two documented follow-ups will be issued, with the second follow-up being a final written notice, the complaint will be considered resolved and closed.

The closure of a complaint by the Company, including closure due to non-response by the complainant, does not affect the complainant's right to refer the complaint to the Office of the FAIS Ombud within the prescribed timeframes.

5. Record Keeping

The Company will maintain a central Complaints Register containing details of all complaints, including:

- Complainant's information
- Date received and acknowledged
- Nature of complaint
- Investigation steps and findings
- Response provided
- Redress offered (if any)
- Date of closure

All complaint records, including correspondence and supporting documents, will be retained for a minimum period of **five (5) years** from the date of resolution, in accordance with the Financial Intelligence Centre Act (FICA) and FAIS record-keeping requirements. Records will be stored securely and treated as confidential.

6. Confidentiality and Conflict of Interest

All complaints will be handled with strict confidentiality. Information will only be disclosed to those directly involved in the investigation and resolution, or as required by law or regulatory authority.

The Company will identify and manage any potential conflicts of interest. Staff involved in the subject of a complaint will not participate in its investigation or resolution. Where a conflict arises, the matter will be reassigned to an independent officer.

7. External Dispute Resolution

If a complainant is not satisfied with the Company's Final Response, or if no Final Response has been provided within the stipulated timeframe, the Complainant may refer the Complaint to:

The Office of the Ombud for Financial Services Providers (FAIS Ombud)
Address: Menlyn Central Office Building, 125 Dallas Ave, Waterkloof Glen, Pretoria 0010
Tel: 012 762 5000
Email: info@faisombud.co.za
Website: www.faisombud.co.za

The referral must be made within **six (6) months** of receipt of the Company's Final Response, or within six months of the expiry of the response period.

8. Policy Review and Training

This policy will be reviewed and updated as necessary. All employees will receive regular training on complaint handling procedures, regulatory requirements, and the importance of client protection.

9. Contact Information

For any queries regarding this policy or to submit a complaint, please contact:

Compliance Officer
VG MARKETS (Pty) Ltd
Email: compliance@vgmarkets.com

APPENDIX A:

COMPLAINT FORM

Please fill in the Complaint Form and submit it electronically to Compliance Department (compliance@vgmarkets.com). The Form must be filled out truthfully, completely and accurately.

If your complaint relates to Trading (i.e. Execution of orders, trading platforms, etc.) or Payments (i.e. Deposits, Withdrawals) we encourage you to raise the matter to the Product Supplier directly.

Fields marked with an asterisk (*) are mandatory

A. Client and General Information:

Full Name*:
Account Number*:
Contact Number*:
Email Address*:
Physical Address*:
Nationality*
Did you communicate your issue with the Customer Support Department?*

(If Yes, please kindly provide the details and the outcome of the communication with the Customer Support Department)

B. Complaint Details:

Date(s) of the incident(s):
Description of complaint (please specify the facts and reasons for your complaint, and how this affected you):
Dispute amount (please specify the currency), if applicable:

How do you feel this dispute could be settled:
C. Supporting Documents
Please attach copies of any relevant documents (statements, emails, etc.)
D. Declaration
I confirm that the information provided is true and accurate.
Signature: ____________________ Date: ____________________

(For Internal Use Only)
Complaint Reference Number:	
Received by:	
Date acknowledged:	
Investigating officer:	
Final Response date:	
Status:	