

**PRIME XBT**

COMPLAINTS  
HANDLING POLICY

## Complaints Handling Policy

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### Introduction

PrimeXBT (PTY) LTD is an authorised financial services provider in South Africa, with license number 45697 and registration number 2013/099697/07. The Company's registered address is 180 Lancaster Road, Gordons Bay, Western Cape, 7140. PrimeXBT (PTY) LTD serves as an intermediary between investors and the market maker, which acts as the counterparty to products purchased through PrimeXBT.

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 PrimeXBT, including measures taken for the resolution of each complaint.

### 1. Initial Queries and Complaints

1.1. 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.

1.2. 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, the Client may escalate the complaint by sending an email directly to [complaints@primexbt.co.za](mailto:complaints@primexbt.co.za). The Compliance Department will conduct an investigation into the complaint.

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

- The Client's full name;
- The Client's account number;
- The Client's contact details;
- The relevant transaction number (if applicable);
- The date and time of the issue; and
- A detailed description of the issue.
- The name of the person that provided the service to the Client;
- Any supporting documentation.

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

1.5. 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.

1.6. 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.

If we are unable to resolve the client's complaint within six (6) weeks, or unable to resolve the complaint to client's satisfaction, the client has the right to refer the complaint to the office of the **FAIS Ombud** appointed specifically for this purpose.

The contact details of the FAIS Ombud are as follows:

PO Box 74571

Lynwood Ridge

0040

Telephone: 012 470 9080 / 012 762 5000

Fax: 012 348 3447

Email: [info@faisombud.co.za](mailto:info@faisombud.co.za)

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

## **2. Amendments**

2.1. 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 Procedure will always be available on the website.

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