

COMPLAINTS POLICY
(hereafter “the Policy”)

Red Mars Capital Ltd.

COMPLAINTS PROCEDURE

Red Mars Capital Ltd (the ‘Company’) has established this Complaints Procedure in order to serve the best interests of its Clients, in a fair, transparent and fast manner, in the case where complaints arise during the lifetime of the business relationship. The below-mentioned procedure indicates how the Company will handle in an effective way, any Complaints submitted by its Clients.

The sequence of the Complaints Procedure is as follows:

1. Submission of a Complaint on behalf of a Client

Any Client of the Company may submit a complaint in writing and address it to the Compliance Department of the Company, who undertakes the responsibility to administer and investigate the complaints, which may be submitted from the Company’s Clients.

For the purpose of filing a complaint to the Company, please complete the Complaints Form attached hereinafter and submit it in any of the following ways:

- a. Sending via registered post the attached Complaints Form at the following registered address:

Inomenon Ethnon 44, Orthodoxou Tower, 3rd floor, Larnaca 6042, Cyprus

- b. Email submission to the following email address: Complaints@redmars.capital

2. Acknowledgement of receipt of the Complaint

The Company is obliged to acknowledge receipt of your complaint ***within five (5) days*** from the receipt of your complaint.

3. Internal evaluation and handling of the Complaint

The Company will review the Complaint in depth and try to resolve it without any undue delay, once it acknowledges receipt. The responsible officer may contact you directly, either by email or telephone, in order to kindly request further information and/or clarifications relevant to your complaint.

The assigned officers will kindly request your cooperation through the all lifecycle of the complaint until its final resolution.

The Company, commits itself to take all actions deemed necessary to investigate and try to derive an outcome to your Complaint, ***within the period of two (2) months*** from the date of receipt of your Complaint. During the investigation of the complaint, the Company informs the Client of the handling process of his/her complaint.

In the event that your complaint requires more in-depth investigation and the Company cannot derive an outcome ***within the period of two (2) months*** from the date of receipt of your Complaint, the Company informs the Client of the reasons for the delay and indicates the period of time within which it is possible to complete the investigation. This period of time cannot exceed three (3) months from the period of submission of the complaint. The delivery of the outcome of the investigation depends on the complexity of the case and the level of your co-operation.

In case where you do not provide the requested information, the responsible officer will contact you once more directly, either by email or telephone, in order to kindly request further information and/or clarifications relevant to your complaint. If the requested information is not provided following the second contact, the Complaint will be closed and should the case be - unresolved, due to missing information.

The Company shall record and file your Complaint with a unique reference number. This reference number can be used by you during your communication with the Company or in the case of contacting other authorities (please, see **Point 4 below**).

4. Final Outcome of the Company's Investigation

When the Company reaches the final outcome of its decision, it will inform you without any delay. The Company shall also provide you with an explanation of its position on the given Complaint. Further, it shall proceed to propose corrective actions and remedial measures to be taken, if applicable and necessary.

In the event, where you are not satisfied with the final outcome of the Company's investigation, you have the right to reserve and maintain your Complaint and directly contact **within four (4) months** after the Company has provided you with the Final Outcome of its Investigation, the following authorities:

a. The Cyprus Securities and Exchange Commission:

<http://www.cysec.gov.cy>

and,

b. The Financial Ombudsman Service of the Republic of Cyprus:

<http://www.financialombudsman.gov.cy>

In the unlikely event, that the Company was unable to provide you with a final response **within the two (2) months' time period specified above** you may again contact the office of the Financial Ombudsman of the Republic of Cyprus **no later than four (4) months** after the date, when we ought to have provided you with our final decision.

You may maintain your complaint with the Cyprus Securities and Exchange Commission, however please note, that the Cyprus Securities and Exchange Commission does not have restitution powers and therefore does not investigate individual complaints.

It is understood, that your right to take legal action remains unaffected by the existence or use of any complaints' procedures referred to above.

COMPLAINTS FORM**Date of Submission:****Reference Number:****a. Client Information:**

Name:

Surname:

Account Number:

Trading Platform:

b. Contact Details of the Client:

Postal Address:

City:

Country:

Telephone Number:

Email address:

c. Complaint details:

Complaint Type (Please, select one of the following: Trading, Deposits, Withdrawals, Customer Support, Compliance, Legal, Other):

Date when the actual Complaint incurred:

Date and Time of the Trade (as per the Log Files or screenshot)

Time Zone:

Ticket Number of trade positions under dispute and / or Pending Orders:

Financial Instrument/s involved:

Dispute amount (if applicable):

Employee / Department who offered the services to the Client:

Description of the Complaint:

FOR OFFICIAL USE ONLY

Received on:

Received by:

Resolution assigned to:

Deadline for reply:

ACKNOWLEDGEMENT OF RECEIPT OF COMPLAINT

Date:
Account Number:
Reference Number:

Dear,

With reference to your Complaint dated/...../202..., in relation with your dissatisfaction regarding the, kindly be advised that it has been delivered to our Company on/...../202..... and forwarded to our Compliance Department the same day.

We ensure to investigate any expression of dissatisfaction expressed in the best interest of our Clients. Therefore, we aim to investigate any concerns and/or dissatisfactions expressed by our Clients' as promptly as possible and no later than two (2) months from the date of receipt of the Complaint. However, if we are unable to produce the final response with the abovementioned timeframe we will be contacting you, explaining the reason why we are not in the position to respond and provide you with an indication, of when the expected final response will be provided which shall not exceed a period of three (3) months from the date of receipt of the Complaint.

In case we request more information from your side for the finalization of the investigation, then the assigned officer will request your cooperation, using the reference number as stated above. This number shall be used for any communication between you and the Company.

We appreciate your understanding.

Kind Regards,

.....
.....