



## Trade Markets Complaint Policy

### 1. INTRODUCTION

The Complaint Policy (the “Policy”) outlines the procedures followed by the Company when dealing with complaints received from Clients. Astrix Data (PTY) LTD (the “Company”) undertakes to maintain effective and transparent procedures for the reasonable and prompt handling of Complaints received.

The Policy is an integral part of the Client Agreement and contains information on how the Company manages any complaint which may arise in the course of the business relationship.

### 2. DEFINITION OF A COMPLAINT

A Client complaint is an expression of dissatisfaction by a Client regarding the provision of investment and/or ancillary services by the Company. A complainant is any person, natural or legal person who is presumed to be eligible to have a complaint considered by a firm and who has already lodged a complaint. In case the Company receives a notice through the line of communication established by the Company to receive complaints, but which does not fall within the definition of 'complaint' above and can be characterized as an enquiry; this shall be categorized as an enquiry rather than a complaint and will be forwarded to the relevant department to be handled accordingly. The complainant maintains the right to request the re-classification of his enquiry as a complaint.

This Policy is in addition to the Company’s overarching general obligation to act honestly, fairly and professionally and in the best interests of its Clients and to comply, in particular, with the principles set out in the above legislation when providing investment services and other ancillary services.

### 3. SUBMISSION OF THE COMPLAINT

The Clients wishing to submit a complaint as a result of his/her dissatisfaction with the investment services offered by the Company are advised to submit it via email to [complaints@trade-markets.co.za](mailto:complaints@trade-markets.co.za) or alternatively post to the Company’s Headquarters. The official complaint must include the following:

- The Client’s name and surname
- The Client’s trading account number
- The affected transaction numbers (if applicable)
- The date the issue at hand arose
- An accurate description of the events
- The damage claimed by the complainant

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#### **4. ACKNOWLEDGEMENT OF COMPLAINT**

Once the complainant files a complaint, within 5 business day an electronic acknowledgement of receipt will be sent to the email address of the complainant to ensure that the Company has received the complaint and is currently working on a resolution. The Company should also provide to the complainant via this email a reference number of the complaint for future reference.

#### **5. COMPLAINTS HANDLING**

Upon acknowledgment of receipt of the complaint, the Compliance Department will review it carefully, investigate the circumstances surrounding the complaint and attempt to resolve it without undue delay and to issue a final decision within two (2) months from the Company's receipt of the complaint, depending on the complexity of the case and the complainant's cooperation.

During the investigation process, the Compliance Department will inform the Client whether the complaint has been successfully resolved or whether further clarifications and information relating to the complaint may be required from the Client within the two-month time-frame, as necessary.

The complainant hereby agrees and acknowledges that during the investigation process, the Company may close any or all of the complainant's open positions, should there be any. This is a risk mitigation measure used by the Company in order to limit the complainant's total amount of losses. This measure will also assist with the resolution of the complainant's complaint, since the precise amount of losses may be ascertained in this manner. The complainant further acknowledges that the decision of whether or not to close any of the complainant's open positions shall be taken by the Company at its sole discretion, without being required to notify the complainant before or after taking such a decision. The Company will determine whether closing any open positions would be to the benefit of the complaint's resolution after conducting a risk assessment.

When an outcome/decision is reached, the Company will inform the Client together with an explanation of the position and any remedy measures it intends to take (if applicable). Please note that the Company shall only communicate directly with the Client without any authorised representatives being involved.

In the event that the complaint requires further investigation, the Company will not issue a final decision within two (2) months but will indicate the causes of the delay and inform the Client that the final decision will be issued no later than three (3) months from the day that the Company received the submission of the complaint. A Complaint will be deemed as resolved or settled where the Company has sent in writing a Final Response and/or further clarifications on the Final Response to the Complainant.

During the investigation, the Compliance Department may contact the Client directly to obtain additional information. In case the Client fails to respond to enquiries regarding the complaint within the period of three (3) months from the date of the submission of the complaint, the Company will consider the complaint as closed.

The Company provides to its employees timely and effective training and education how to handle complaints. In case that employees do not follow the procedures, disciplinary measures (depending on the situation and on a case-by-case basis, e.g. a warning and/or a notice that could lead up to a dismissal) could be taken and enforced.

## 6. FINAL DECISION

When the Company reaches an outcome, it shall inform the Client together with an explanation of its position and any remedy measures the Company intends to take (if applicable). If the Client is not satisfied with the Company's final decision, then he/she may submit the complaint to the Financial Ombudsman of South Africa and seek mediation for possible compensation. It is important that the Client contacts the Financial Ombudsman within four (4) months of receiving the final response from the Company, otherwise the Financial Ombudsman of South Africa may be unable to deal with the complaint.

## 7. RECORD KEEPING

The Company shall maintain a record of every complaint received from clients with details of the investigation conducted, the final outcome as well as of the measures taken for the resolution of the said complaint.

The Compliance Department shall maintain the appropriate records, the relevant correspondence and documents related to the complaint(s) and shall regularly monitor and review its compliance with the applicable regulatory requirements for handling Client Complaints and the record-keeping held.

- The Company shall document and keep in its records the following information:
- the identity of the complainant who filed the complaint
- the name of the employee who undertook to provide the service to the complainant
- the date of receipt of complaint/enquiry
- the subject and full description of the complaint/enquiry
- the remedial action taken, and/ or further clarifications provided to the complainant

## 8. FEEDBACK AND ESCALATION

It is hereby acknowledged and accepted that the Client's right to take legal action remains unaffected by the existence or use of any complaint handling processes referred to above. In the event that the final decision does not satisfy the complainant's demands, the latter may maintain the complaint through the Financial Sector Conduct Authority (FSCA) in South Africa and/or relevant courts for independent external review and further examination. Further information about the procedures for communicating with the FSCA, are set out below:

- Via a formal email through the following email address: [complaints@fsca.co.za](mailto:complaints@fsca.co.za)
- By visiting the [FSCA's website](#) to complete the relevant form(s)