

Complaints Handling Policy

Company Name
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TTCM Traders Trust Capital Markets Ltd (referred to as the "Company") is committed to delivering exceptional services to all its Clients. To efficiently address any complaints raised by Clients, the Company has designated a Compliance Officer responsible for overseeing the complaints process. This ensures that the Company can implement necessary actions to resolve issues and prevent their recurrence.

Definition

A complaint is defined by the Company as any objection or dissatisfaction expressed by a Client regarding the services offered by the Company. A complaint form is provided at the end of this Policy.

Procedure

The Compliance Officer is responsible for handling all Client complaints. However, if the complaint concerns the Compliance Officer, the Representative Officer will handle the case instead.

Clients can submit their complaints by filling out the complaint form and utilizing one of the following methods:

- **Email:** contact@ttcm-capital.com
1. Upon receiving a Client's complaint, the Compliance Officer will send an acknowledgment in writing within two (2) business days.
 2. The Company aims to provide a final response to the complaint within 21 business days. If the issue has not yet been resolved, the Compliance Officer will notify the Client in writing, explaining the reasons for the delay and providing an estimated time for resolution.
 3. For complex cases, where the complaint cannot be resolved within the initial 21-business-day period, the Company will provide a final response no later than 90 business days from the date the complaint was received.
 4. If the complainant remains dissatisfied with the Company's final response, they may forward the complaint, along with a copy of the Company's response, to the Financial Services Authority (FSA) in Seychelles for further investigation.
 5. All communications with the complainant will be conducted in English. If the Company provides a translated version of its response, it will be made available in both languages. In the case of any discrepancies, the English version will take precedence.

Client Records

Clients are required to submit all relevant documents and any additional information requested by the Compliance Officer to ensure that the complaint is addressed properly and within the set timeframe.

All records related to complaints will be stored securely in compliance with local regulations and will be retained for a period of seven (7) years. The complaint form can be found on the next page.

