



COMPLAINT HANDLING POLICY

VERSION 2.0

16 JANUARY 2025

NCM GLOBAL

AN INVESTMENT DEALER (FULL SERVICE EXCLUDING UNDERWRITING) LICENCE AND
GLOBAL BUSINESS COMPANY LICENSED BY THE FSC

TABLE OF CONTENTS

SUMMARY OF COMPLAINTS PROCEDURE.....	2
INFORMATION REQUIRED	2
TIMESCALES	3
CONTACT DETAILS.....	3

Summary of Complaints Procedure

NCM Global (herein the 'Company') fully adheres to the rules on complaint handling.

The Compliance Officer (who shall act as the Complaints Coordinator) is responsible for the handling of complaints.

In the event that a dispute arises for instance or for whatever reasons, the Client shall have the right to file a complaint with the Company. This document sets out the Company's complaint procedures.

The Compliance Officer shall deal with complaints and settle such complaints within 30 working days from the date of the filing of the complaint. A complainant shall be informed in writing of NCM's final response to the complaint within this timeframe, including the reasons or circumstances for the settlement or non-settlement of the complaint.

Information Required

Referring to the AML/CFT Manual Annexure 8, when making a complaint through the Complaints Form, the Complainant should include the following information:

- Your trading account number;
- Your name and surname;
- A description of the problem and affected transaction number (if applicable)
- The date and time that the issue arose

Contact details of where to make your complaint can be found in Section 4.

The Company shall have the right to refuse a client's complaint regarding non-trading operations in the following cases:

- a) where the complaint did not meet the requirements of this Policy;
- b) where the complaint was not made to the Company according to the provided standard form;
- c) related to complaint on matters non-trading operations - if the client initiates non-trading operations by way of internal account-to-account transfers to other client accounts held with the Company using funds credited to the client's Account by way of a non-trading operation currently under dispute, or where the client initiates trading operations using funds that were credited to the client's Account by way of a nontrading operation currently under dispute.

Timescales

We will always try and deal with your complaint as quickly as possible. An initial response will be sent to you within 48 hours of receiving the complaint. Within this email we will provide you with further details on the process we will take to investigate your complaint.

Kindly note that the Company will assist customers and aim to thoroughly investigate and resolve all complaints as quickly as possible. For simple complaints, the Company will be dealt with the complaint within a period of 5 business days from proper notification of the complaint. It should be noted that in certain specific situations this period may be extended to more than 5 business days.

We endeavour to resolve all complaints within a 30 working days period. If for any reason this will not be possible, we will write to you notifying you of this.

Contact Details

Please direct your complaints to the following:

In writing:	Compliance Officer
Over the phone:	Not Applicable
Via Email to:	complaints@ncmgo.com