

Complaint Handling Policy

Six Global Markets LTD is committed to providing the highest standard of customer service. Responsiveness, efficiency, integrity, fairness, and quality are among the high goals that Six Global Markets LTD sets for itself in all its dealings. In this respect, the Company remains alert and sensitive to customer complaints, which are treated with the utmost sincerity and fairness, where the resulting preventive actions ensure continuous process improvement.

HOW CAN THE CLIENT MAKE A COMPLAINT? The client can make a complaint by contacting us by any of the following means:

- In writing: Office 2101, Regal Tower, Business Bay, Dubai, United Arab Emirates
- By telephone: +971 4 57 55 93
- By email: info@sixfx.com

RESPONSIBILITY Overall responsibility for this policy is assigned to Mr. _____ and the compliance team. Complaints need to be registered in the Complaints Log as annexed hereto. This Complaints Log needs to be maintained and filled in appropriately. The Board shall be duly apprised of all complaints and actions taken.

They will be made aware of all complaints received by us and ensure that the correct procedures are enforced to handle and solve each complaint.

ACKNOWLEDGING AND INVESTIGATING CLIENT'S COMPLAINT If a client's complaint is relatively straightforward, it may be possible to resolve it very quickly. If we are able to resolve the client's complaint before the end of the third working day after it is received by us, we will send the client a confirmation of the action we took to resolve the complaint.

In all other cases, we will send the client a written acknowledgment of their complaint promptly, normally within one working day of receiving it. The client's complaint will then be investigated, and we will endeavor to complete our investigation and reach a conclusion within seven working days. The length of time this will take will be determined by the complexity of the complaint and the extent of the investigation required. During our investigation, we may ask the client for additional information to help us reach a conclusion.

We will keep our client updated as to the progress of their complaint and the steps being taken to resolve it.

For any further inquiries regarding complaints, please contact us at info@sixfx.com or call +971 4 57 55 93