

COMPLAINTS HANDLING POLICY

VITTAVERSE LTD

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0. Introduction and Status of this Policy

0.1 This Complaints Handling Policy (the “Policy”) explains how Vittaverse Ltd (the “Company”, “we”, “us”, “our”) receives, investigates, and resolves complaints from its clients (the “Client”, “you”, “your”).

0.2 This Policy is client-facing and may be incorporated by reference into the Company’s Client Services Agreement and/or other applicable legal documentation. It applies to all complaints relating to the Services provided by the Company.

0.3 The Company aims to provide high-quality services to all Clients. The Company has appointed a Compliance function to ensure complaints are handled fairly, consistently, and in a timely manner.

1. Definitions

1.1 “**Complaint**” means any objection and/or dissatisfaction expressed by a Client regarding the provision (or failure to provide) the Company’s services, including customer support, trading execution, account administration, deposits/withdrawals, fees/charges, platform access, and any other service-related matter.

1.2 “**Business Day**” means a day on which the Company’s administrative offices are open for business (excluding weekends and public holidays in the Company’s jurisdiction).

2. How to Submit a Complaint

2.1 The Client may submit a Complaint by completing the Complaint Form set out in **Annex 1** and sending it through one of the following channel:

Email: compliance@vittaverse.com

2.2 To help us investigate efficiently, you should include:

- a) your full name and account number;
- b) the category/type of Complaint;
- c) a clear description of what happened (including dates/times and relevant instrument/order details where applicable);
- d) the outcome you are seeking; and
- e) any supporting evidence (screenshots, statements, emails, ticket numbers, transaction IDs, etc.).

Complaints not containing the relevant information for investigation and clear claims of issues may be dismissed by the company.



3. Complaint Handling Procedure and Timelines

3.1 Acknowledgement:

Upon receipt of your Complaint, the Company will send you a written acknowledgement within seven (7) Business Days.

3.2 Investigation:

The Company will review the Complaint, relevant account records, communications, and any supporting evidence provided. The Company may contact you to request additional information or clarification.

3.3 Final Response Target:

The Company will attempt to provide you with a final response within thirty (30) Business Days from the date the Complaint is received.

3.4 Delay Notification:

If the Company is not in a position to resolve the Complaint within thirty (30) Business Days, the Company will notify you in writing, explaining the reasons for the delay and providing an estimated time to complete the investigation and issue a final response.

3.5 Final Response Deadline:

A final response should be provided no later than sixty (60) Business Days from the date the Complaint was submitted.

4. Your Cooperation and Records

4.1 The Client should provide all relevant documents and any additional information requested by the Company to ensure the Complaint can be properly investigated and resolved within the timelines stated above.

4.2 Failure to provide requested information may delay the investigation and/or the final response.

5. Outcomes and Resolution

5.1 The Company's final response may include (as applicable):

- a) confirmation that the Complaint is upheld (in whole or part);
- b) explanation of the Company's position and supporting information;
- c) corrective measures (where appropriate); and/or
- d) where applicable, an offer of resolution.

5.2 Where the Company determines that remedial actions are appropriate, it may implement measures to prevent recurrence of the issue.

6. Confidentiality

6.1 Complaints are handled confidentially and shared internally only with personnel who need access to investigate and resolve the matter.

6.2 The Company may disclose information to third parties only where necessary for investigation, where required by law or Applicable Regulations, or to comply with requests from competent authorities.

7. Record Keeping

7.1 The Company will maintain records relating to Complaints (including the Complaint, supporting evidence, communications, and outcomes) in accordance with applicable record-keeping requirements.

8. Policy Updates

8.1 The Company may update this Policy from time to time. The latest version will be made available on the Company's website and/or upon request.

9. Governing Language

9.1 If this Policy is translated, the English version shall prevail in case of any inconsistency.

Annex 1 – Complaint Form

A. Client Information

- **Name:**
- **Account Number:**
- **Address:**
- **Telephone Number:**
- **Email Address (if different from registered):**



B. Type of Complaint (tick one)

1. Execution of Orders
2. Quality or lack of information provided
3. Terms and Conditions / Fees / Charges
4. General admin / Customer Services
5. Uncloser business being offered
6. Issue in relation to withdrawal of funds
7. Other (please specify): _____

C. Brief Summary of the Complaint

Please describe the product or service you are complaining about (description, evidence, amounts, dates/times, and the suggested way to be solved):

Please enclose any other relevant documentation that may help us handle the Complaint (for example: client statement, correspondence with the Company, screenshots, transaction references, and any other supporting documentation relevant to the Complaint).

List of Attachments:

- A.
- B.
- C.

Date and place: _____

Client Signature: _____

