



COMPLAINT HANDLING POLICY

Introduction

The website hanabitmarkets.co (hereinafter referred to as “the Company’s Website”) is operated by HANABI LIMITED, a company incorporated in Seychelles under the regulatory oversight of the Seychelles Financial Services Authority (FSA).

The Policy regulated effective, clear, fast and efficient handing of complaints submitted to the Company in relation to the performance and procedures of the Company. The Company maintains records of complaints and measures taken for expedient complaint in line with applicable Legislation, Rules and/or Regulations.

This policy applies to all clients, counterparties, and stakeholders engaging in HANABI LIMITED. The aim is that Clients’ complaints are addressed professionally and promptly, the Company remains compliant with Seychelles financial regulations.

Submission and Handling Procedure

To submit a Complaint, the Client should send an email with relevant data to complaints@hanabimarkets.co. The Complaint should contain all the relevant information, (i.e. Full name and contact details of the complainant, a clear description of the complaint, supporting evidence, date and time of the issue) related to the Complaint in order to be able to make the necessary investigation. The provision of the correct information is essential to enable the Company to make proper investigation.

No complaint shall be valid if submitted after six (6) months of its alleged occurrence and should be deemed to be settled in full upon the expiry of the said six (6) months period. The Client hereby waives any rights it may have inclusively the right to submit any complaint or claim or allegation outside the permitted timeframe of six months from the day that the said alleged occurred, irrespectively of the nature of the event (i.e. trade, refund, etc.) or the size of the complaint.

The complaint will be received by the Complaints Department, which is responsible for handling the Clients’ complaints.

A written acknowledgment confirming receipt of the complaint will be sent to the Client within 24 hours from the date the complaint was received and in case a complaint is received over the weekend, it should be handled within 48 hours. Upon receipt of the complaint, the Complaints department will collect and investigate all relevant information related to the Client’s complaint.



A final response shall be issued to the client within 10 days, or sooner where possible. In particularly complicated cases, this period may be extended to 45 days and may be subject to further extension should this is required.

In case the Client is not satisfied with the Company's final response, he/she can refer to the Seychelles Financial Services Authority (hereinafter "the Regulator"). The Client needs to complete the Complaints Handling Form and submit it among with all the relevant supporting documents of his/her complaint either by: (i) Formal email to the following email address: complaints@fsaseychelles.sc (ii) Formal letter addressed to the below: The Chief Executive Officer cc. Policy (Information & Communication Unit) Financial Services Authority Bois De Rose Avenue P.O Box 991, Victoria Mahé, Seychelles, (iii) Hand-delivery directly to the Regulator

The Complaints Handling Form can be found in <https://fsaseychelles.sc/complaint-handling>. Please refer to the Regulator's website for further information: <https://fsaseychelles.sc/>

After settling the procedure, the Company shall preserve every written or electronic documents related to complaints for a period of seven (7) years. The Company shall be entitled to prepare statistics and reports about complaints, which will be aimed to improve the efficiency of administering complaints.

This policy aligns with relevant regulatory requirements, including, Securities Act, 2007, Financial Institutions Act, 2004, AML/CFT Act, 2020 and Financial Consumer Protection Act, 2022

This policy is subject to regular review and updates to ensure effectiveness and compliance with regulatory changes.