



## HANABI COMPLAINTS HANDLING POLICY

### 1. Introduction

HANABI LIMITED ("the Company"), a company incorporated in Seychelles under the regulatory oversight of the **Seychelles Financial Services Authority (FSA)**, is committed to handling complaints in a transparent, fair, and efficient manner. This policy outlines the procedures for receiving, investigating, and resolving complaints from clients and counterparties in relation to our liquidity services.

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### 2. Purpose and Scope

2.1 This policy applies to all clients, counterparties, and stakeholders engaging in HANABI LIMITED.

2.2 The purpose of this policy is to ensure that:

- Clients' complaints are addressed professionally and promptly.
  - The Company remains compliant with **Seychelles financial regulations**.
  - Processes are in place to mitigate future grievances and enhance service quality.
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### 3. Definition of a Complaint

3.1 A complaint is defined as any expression of dissatisfaction, whether written or verbal, regarding the Company's services, trading execution, pricing, or any other related matter.

3.2 Complaints may include but are not limited to:

- Order execution discrepancies.
  - Pricing concerns.
  - Service or support-related grievances.
  - Allegations of unfair treatment or misconduct.
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## 4. How to Lodge a Complaint to Compliance

4.1 Clients may submit complaints via the following channels:

- **Email:**
- **Website:**
- **Postal Address:**

4.2 Complaints should include the following information:

- Full name and contact details of the complainant.
  - A clear description of the complaint.
  - Supporting documents or evidence.
  - Date and time of the issue.
  - Desired resolution.
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## 5. Complaint Handling Process

### 5.1 Acknowledgment

- The Company will acknowledge receipt of the complaint within **2 business days**.
- A reference number will be assigned for tracking purposes.

### 5.2 Investigation

- The Company will conduct a thorough investigation of the complaint within **10 business days**.
- Clients may be contacted for additional information if necessary.

### 5.3 Resolution

- A final response will be issued within **21 business days** from the date of receipt.



- For grossly complicated complaints, the timeframe may be extended to 90 business days and in such cases, the financial services provider shall inform the complainant in writing, and the timeframe by which a response shall be provided to the complainant
  - The response will outline the findings and any corrective actions taken.
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## 6. Escalation Process

6.1 If a complainant is dissatisfied with the resolution, they may escalate the complaint to:

- **Seychelles Financial Services Authority (FSA)**  
<https://fsaseychelles.sc/complaint-handling>  
**T: +(248) 438 0800**  
**Address: Bois De Rose Avenue, P.O. Box 991, Victoria, Mahe, Seychelles**
- **Independent Alternative Dispute Resolution (ADR) Bodies**
- **Seychelles Human rights Commission** - <https://seychelleshumanrights.com/>
- **The Seychelles Legal Information Institute** - <https://seylli.org/>

6.2 The Company will fully cooperate with regulatory bodies in resolving disputes.

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## 7. Record Keeping and Monitoring

7.1 All complaints will be documented and maintained for a minimum period of **7years**.

7.2 Complaints data will be analyzed periodically to identify trends and improve service delivery.

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## 8. Compliance with Seychelles Regulations

8.1 This policy aligns with relevant regulatory requirements, including:

- **Securities Act, 2007**
- **Financial Institutions Act, 2004**



- **AML/CFT Act, 2020**
- **Financial Consumer Protection Act, 2022**

8.2 HANABI LIMITED is committed to continuous compliance with evolving regulatory frameworks.

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## **9. Amendments and Review**

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

9.2 Clients and stakeholders will be notified of significant amendments.

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## **10. Contact Information** For inquiries regarding this policy, please contact:

HANABI LIMITED

Website: <https://www.hanabimarkets.co>

Email: [complaints@hanabimarkets.co](mailto:complaints@hanabimarkets.co)

Address: House of Francis, Room 302, lie Du Port, Mahe, Seychelles