



Complaint Handling Policy

VS Capital Limited aims to provide superior services to all its Clients. The Company has appointed a Compliance Officer to ensure the proper and efficient handling of any Complaints submitted by Clients. This is to enable the Company to resolve issues promptly and to implement appropriate measures to prevent recurrence.

Definition

1. **“Client”** means any existing, potential or former client of the Company, including any counterparty interacting with the Company in relation to its services.
2. **“Company”** means VS Capital Limited, a company incorporated under the laws of Seychelles and regulated by the Financial Services Authority (FSA).
3. **“Complaint”** means any oral or written expression of dissatisfaction by a Client relating to the provision of services by the Company.
4. **“Complainant”** means any Client who has submitted a Complaint to the Company.
5. **“Compliance Officer”** means the individual appointed by the Company responsible for handling and overseeing the resolution of Complaints.
6. **“Representative Officer”** means the individual designated by the Company to handle Complaints in cases where the Compliance Officer has a conflict of interest or is otherwise unable to act.
7. **“Financial Services Authority (FSA)”** means the regulatory authority in Seychelles responsible for supervising and regulating the Company.
8. **“Business Day”** means any day other than a Saturday or Sunday or a public holiday in Seychelles.

Procedure

The Compliance Officer shall be responsible to ensure the proper handling of Client complaints, except in the case where the complaint involves the Compliance Officer, whereby the complaint shall be handled by the Representative Officer. Where necessary, complaints may be escalated to senior management for further review.

The Client may register a complaint by completing the complaint form, using any of the following options:

- Email: compliance@vscapital.io
- Postal Address: VS Capital Limited

CT House, Office 9A, Providence, Mahe, Seychelles

CT House, Office 9A,
Providence, Mahe, Seychelles
<https://www.vscapital.com/>



1. When the Company receives the Client's complaint then a written acknowledgement will be sent to the Client within 7 business days;
2. The Company will attempt to get a final response within 30 business days, however in case we are still not in a position to resolve the issue then the Company will notify you in writing stating the reasons for the delay and indicate an estimated time to resolve the issue;
3. A final response should be provided to the Client within 60 business days the latest from the date he submitted his complaint;
4. In the case where the complainant is still not satisfied with the Company's final response, the complainant can refer the complaint to the Financial Services Authority (FSA) in Seychelles for further examination.

The contact details for the Financial Services Authority (FSA) in Seychelles are set out below:

Address: PO Box 991

Bois de Rose Avenue

Roche Caiman Victoria, Mahe, Republic of Seychelles

Phone: (+248) 438 08 00

Fax: (+248) 438 08 88

Email: complaints@fsaseychelles.sc

Website: <http://fsaseychelles.sc/index.php/contact-us>

Complaint Register

The Company maintains a Complaint Register for the purpose of recording and monitoring all Complaints received. Each Complaint shall be assigned a unique reference number and recorded accordingly.

The Complaint Register shall be regularly reviewed by the Compliance Officer to ensure timely resolution and to identify any recurring issues.

Client Record

The Client should provide all relevant documentation as well as any additional information requested by the Company in order to ensure all records are collected and the complaint is properly resolved on time.

All personal data will be processed in accordance with applicable data protection laws and for a period of seven (7) years.

[The complaint form can be found on the next page]



Complaint Form

A. Client information

Name:	Account Number:
Address:	Telephone Number:

B. Type of Complaint

Execution of Orders	☐
Quality or lack of information provided	☐
Terms and Conditions/Fees/Charges	☐
General admin/Customer Services	☐
Unauthorized business being offered	☐
Issue in relation to withdrawal of funds	☐
Other (specify):	☐

C. Brief Summary of the Complaint

Please provide a detailed description of the product or service to which the complaint relates (description, evidence, amount and proposed resolution):

- Please enclose any other relevant documentation that may help us to handle the complaint.
- Possible documentation to be provided (client statement, correspondence with the Company as well as any other supporting documentation to be requested by the Compliance Officer which is relevant to the Client's complaint)

Date and Place

Client Signature



For internal use only:	
Complaint Received By:	Date:
Acknowledgement sent to Client:	☐ Yes ☐ No
Informed Client of initial action:	☐ Yes ☐ No
Final response provided to Client:	☐ Yes ☐ No
Holding response provided to Client	☐ Yes ☐ No
Signature of Compliance Officer:	Date: