



Giv Trade

Complaint Handling Procedure



Giv Trade Mauritius registered in Mauritius under Registration Number 197387, authorized and regulated by the Financial Services Commission (FSC) under License No. GB22201329. Registered address at The Cyberati Lounge, Ground Floor, The Catalyst, Silicon Avenue, 40 Cybercity, 72201, Ebene, Republic of Mauritius. Website: www.givtrade.com

GIV TRADE MAY ALSO BE REFERRED TO OR WRITTEN AS "GIV TRADE," "GIV," "GIV GROUP," "THE COMPANY," "WE," "OUR," OR "US," ALONG WITH ITS SUCCESSORS (HEIRS WHERE APPLICABLE), ASSIGNS, AND ANY AFFILIATED OR CONNECTED PERSONS.

The purpose of this Complaint Handling Procedure is to outline GIV Trade's regulatory duties, obligations, and responsibilities toward its clients.

Most issues arise due to simple technical errors or misunderstandings of certain procedures. If you have a query, please contact us immediately to discuss it. If you are not satisfied with the service provided, you may reach our Customer Services team via email at cs@givtrade.com

To ensure your complaint is managed effectively and transparently, please include the following information:

- Your **GIV Trade account number**
- Your **full name**
- The **date and time** the issue occurred
- A **detailed description** of the issue
- Any **supporting documentation**, such as screenshots or transaction numbers
- A note specifying what you would like us to do to resolve the issue

The Customer Services team will contact you or respond to your complaint via email or phone call within two working days.

If you are satisfied with our response and the manner in which your complaint was handled, we will consider the matter resolved.

However, if you are not satisfied, your complaint will be escalated to the Compliance Department, which will issue a written acknowledgment. This acknowledgment will include a **Unique Reference Number (URN)** that must be used in all future correspondence regarding the complaint.

The Compliance Department will conduct a thorough investigation to reach a timely resolution.

During the complaint investigation period, the Company may provide updates on the handling process and request additional information and/or documentation as necessary for a full assessment of the complaint.

A final response will be sent within thirty (30) working days of receiving the complaint.

All formal complaints are managed by the Compliance Department with the utmost confidentiality. You may contact the Compliance Department at compliance@givtrade.com



GIV Trade is committed to resolving complaints through its Complaint Handling Procedure.

In the unlikely event that we are unable to resolve your complaint or if you are not satisfied with our final response, we will provide you with the details of the Regulatory Authority for further examination.

