onequity

Complaint Handling Policy

NOVEMBER 2025

OnEquity Ltd
FSA License
No. SD154

ONEQUITY LTD (hereinafter the "Company") aims to provide superior services to all of its Clients.

The Company has appointed a Complaints Officer to efficiently ensure the proper handling of any complaints from the Clients. This is to allow the Company to resolve and apply mandatory measures to avoid any recurring issues.

Definition
The Company classifies a complaint as any objection and/or dissatisfaction that the Client may have with regards to the provision of the services provided by the Company. A complaint form is enclosed at the end of this policy.

Procedure
The Complaints Officer shall be responsible to ensure the proper handling of Client complaints, except in the case where the complaint involves the Complaints Officer, whereby the complaint shall be handled by the Representative Officer.

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

- Email: compliance@onequity.com
- Postal Address: ONEQUITY LTD OST BUILDING, UNIT 5, OFFICE 4, ZONE 18, PROVIDENCE

i. When the Compliance Officer receives the Client's complaint then a written acknowledgement will be sent to the Client within 2 business days;
ii. The Company will attempt a final response within 21 business days, however in case we are still not in a position to resolve the issue then the Compliance Officer will notify you in writing stating the reasons for the delay and indicate an estimated time to resolve the issue;
iii. A final response should be provided to the Client within 90 business days the latest from the date he submitted his complaint;
iv. In the case where the complainant is still not satisfied with the Company's final response, then the complainant can refer his complaint with a copy of the Company's final response to the Financial Services Authority (FSA) in Seychelles for further examination.

Risk Disclosure: Trading in financial instruments involves substantial risk and may not be suitable for all investors. The value of investments is volatile and can result in total loss of capital. Investors should consider their financial situation, investment experience, and risk tolerance, and may seek professional advice. Past performance is not indicative of future results.

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

PO Box 991

- Address: Bois de Rose Avenue Roche Caiman Victoria, Mahe, Republic of Seychelles
- Phone: (+248) 438 08 00
- Phone: (+248) 438 08 88
- Email: complaints@fsaseychelles.sc
- Website: http://fsaseychelles.sc/index.php/contact-us

Client Records

The Client should provide all relevant documentations as well as any additional information requested by the Compliance Officer in order to ensure all records are collected and the complaint is properly resolved on time. All records will be kept safe as per local requirements and for a period of seven (7) years.

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

Complaint Form

A. Client Information

Please complete all fields below with your personal and account information:

Full Name:	Account Number:
Address:	Telephone Number:

B. Type of Complaint

Please tick (✓) the box that best describes the nature of your 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	
Other (specify)	

C. Brief Summary of the Complaint

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

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)

For internal use only:
Complaint Received By:
Acknowledgement sent to Client:
Informed Client of initial action:
Final response provided to Client:
Holding response provided to Client:
Signature of Compliance Officer: