

PRIME XBT

**COMPLAINTS
HANDLING
PROCEDURE**

Version 3.

This document is not intended for residents of the European Economic Area or the United Kingdom. Certain products, services, or promotions may be restricted or unavailable in specific jurisdictions.

Complaints Handling Procedure

Introduction

PrimeXBT (PTY) LTD is an authorized financial services provider in South Africa, with license number 45697 and registration number 2013/099697/07. The Company's registered address is 180 Lancaster Road, Gordons Bay, Western Cape, 7140. PrimeXBT (PTY) LTD serves as an intermediary between investors and the market maker, which acts as the counterparty to products purchased through PrimeXBT.

This Complaints Handling Procedure (hereinafter referred to as the "Policy") is designed to establish, implement, and maintain effective and transparent procedures for the reasonable and prompt handling of complaints and grievances received from the Clients of PrimeXBT, including measures taken for the resolution of each complaint.

1. Initial Queries and Complaints

1.1. Clients with inquiries related to the Company's services or their accounts, or who are dissatisfied with the services provided, are encouraged to contact the Company's customer support team in the first instance.

1.2. In the event that a Client receives a response from the customer support team but disagrees with the resolution and believes the complaint warrants further independent review, the Client may escalate the complaint by sending an email directly to complaints@primexbt.co.za. The Compliance Department will conduct an investigation into the complaint.

1.3. To facilitate the investigation, any complaint submitted must include the following information:

- The Client's full name;
- The Client's account number;
- The relevant transaction number (if applicable);
- The date and time of the issue; and
- A detailed description of the issue.

1.4. Complaints must be submitted from the registered email address of the Client.

1.5. The Company is committed to investigating complaints within sixty (60) calendar days and will communicate the resolution to the Client. During this process, the Company may request additional details or documentation from the Client as necessary.

1.6. If the Complaints Department is unable to conclude its investigation and respond to the Client within sixty (60) calendar days from the date of receipt of the complaint, the Company will issue a written notice explaining the reasons for the delay. The Company has an additional month to resolve a Complaint, if it is unable to resolve a Complaint within sixty (60) calendar days (i.e. a Final Response should be issued within maximum ninety (90) days from the day of the Complaint).

1.7. All complaints shall be treated as confidential information by the Company.

2. Amendments

2.1. The Company reserves the right to amend this Policy periodically. In the event of any material changes to this Policy, Clients will be informed through the publication of an updated version on the Company's official website. The latest and prevailing version of the Complaints Handling Procedure will always be available on the website.

2.2. This Policy supersedes and replaces any prior Complaints Handling Procedures, with the latest available version being the applicable standard.