

Complaint Handling Policy

Fusion Markets International Ltd

Number: SD096

Date: 30 April 2025

Risk Warning: Trading in Fusion Markets Products involves the potential for profit as well as the risk of loss which may vastly exceed the amount of your initial deposit and is not suitable for all investors. You should read all of these Financial Product Service Terms and the Financial Services Guide (available on our website) carefully, consider your own financial situation, needs and objectives for investing in these Fusion Markets Products and obtain independent financial advice.

Introduction

Fusion Markets International Ltd (hereinafter “the Company”) aims to provide superior services to all of its clients.

The Company’s Complaint Handling Policy aims to ensure that complaints are handled in a fair, consistent and prompt manner. The Company is committed to learning from complaints to improve its services, products and customer experience.

We are committed to offering a complaints handling policy based on the following principles:

- a) Accessibility- we make it easy to submit a complaint through accessible mediums.
- b) Fairness- all complaints are handled in an impartial manner, without any pre-judgement or bias.
- c) Accountability- we take full responsibility for the complaints process and for the outcomes of the complaints process.
- d) Timeliness – complaints are acknowledged and handled in a timely manner and without any undue delay.
- e) Efficiency- we work smartly to achieve a fair and timely outcome to your complaints.
- f) Confidentiality- personal information relating to the complaints will be kept confidential. (Subject to our regulatory responsibilities.)

The Company has appointed a Compliance Officer to efficiently handle 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 and/or products provided by the Company.

A complaint form is enclosed at the end of this policy.

Representative Officer : The Representative Officer is a senior leader in the Company who is responsible for overseeing the implementation and effectiveness of this Policy. They oversee the Compliance Officer’s

management of the Policy and holds ultimate accountability for maintaining the integrity of the organisation’s complaint handling framework and serves as an escalation point for unresolved or high-risk matters.

Procedure

The Compliance Officer shall be responsible for handling Client complaints, except in the case where the complaint involves the Compliance 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: complaints@fusionmarkets.com
- Postal Address: FUSION MARKETS INTERNATIONAL LTD: CT House, Office 4C, Providence, Mahe, Seychelles

1. When the Compliance Officer receives the Client’s complaint then a written acknowledgement will be sent to the Client within 2 business days;

2. 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;

3. A final response should be provided to the Client within 90 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, 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.

**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

Complaints may be lodged through the FSA's
complaint's portal which is found at the following web
address:

Webpage: <https://fsaseychelles.sc/complaint-handling>

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

Name: _____ Account Number: _____

Address: _____ Telephone Number: _____

B. 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)

Date & 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 ☐ N/A

Holding response provided to Client: ☐ Yes ☐ No

Signature of Compliance Officer: _____ Date: _____