

Customer Complaints Procedure of TRILT LTD

TRILT Ltd (“TRILT” or the “Company”) is an investment firm regulated by the Cyprus Securities and Exchange Commission under license no. 254/14. The Risk Disclosure and Warnings Notice (“The Notice”) is issued under **Law 144(I)/2007** (The Cyprus Investment Services and Activities and Regulated Markets Law of 2007), and the European Parliament Markets in Financial Instrument Directive (“**MiFID**”).

TRILT maintains effective and transparent procedures for reasonable prompt complaint handling for existing and potential retail clients, and we keep records of complaints and measures taken for complaint resolution. The purpose of this procedure is to ensure fair and consistent dealing with client complaints whilst striving to provide the highest level of customer service.

In the event that you have a complaint relating to any of your dealings with TRILT, then the following Complaints Procedure, as set out below, should be followed:

1. You should address your complaint via email to **complaints@trilt.com**. The email should set out: your name, your trading account number, address, telephone number, date of the said complaint and the nature of the complaint. Anonymous complaints will not be treated.
2. Upon official receipt of a legitimate client complaint, there will be an immediate acknowledgement of the submission sent to the Client. A detailed response to the complaint will be sent within three (3) business days from the date the complaint was made, confirming that TRILT is taking action to resolve the complaint, and advising the approximate time required to do this.
3. The Sales / Retention department informs all relevant persons within TRILT about the complaint and then any required actions are taken by the head of the relevant department involved which can lead to resolving the complaint.
4. TRILT will send a final written response to the client twenty one (21) days is received via email. In case a client complaint is not settled within a twenty one (21) day period, TRILT will still send a written response informing the client about the status of their complaint.