

We, LeoPrime, have adopted this Complaints Procedure in order to ensure a fair and quick process for handling complaints that may arise from our client relationship.

1. Submitting your complaint

You may submit your complaint in writing and address it to Client Support or to the Compliance Department of LeoPrime, who are both authorized to handle and investigate complaints that may be submitted from our Clients.

You may use the Complaints Form attached herein and submit it in any of the following ways:

- a) By submitting the Complaints Form electronically and send it to the following email address: support@leoprime.com.
- b) By submitting the Complaints Form electronically at the Feedback section of the Client's personal area at the following URL <https://www.leoprime.com>

2. Handling of your Complaint

Once we receive your complaint we will review it carefully and will try to resolve it without undue delay.

One of our officers may contact you directly in order to obtain further clarifications and information relating to your complaint.

We shall need your cooperation in order to handle your complaint.

We shall try to reply within five (5) business days from the receipt of your complaint. If the complaint requires further investigation and we cannot resolve it within five (5) business days, we will issue a holding response in writing or other durable medium. When a holding response is sent, it will indicate when we will make further contact to inform you on the investigation process.

When we reach an outcome we will inform you of it with an explanation of our position and propose remedial measures we intend to take.

It is understood that your right to take legal action remains unaffected by the existence or use of any complaints procedures referred to above.