

Complaints Handling Policy

1. Introduction

This policy regulates effective, clear and prompt handling of complaints submitted to Alchemy Global Ltd (hereinafter “Alchemy”, the “Firm”, “we”, “us”) in relation to its services. The Firm maintains Records of Complaints and measures taken their expedient resolution, in line with applicable Laws, Rules and/or Regulations.

2. Definitions

Complaint: Means a statement of dissatisfaction by a client addressed to the Firm in relation to the provision of investment and/or ancillary services provided to the client by the Firm.

Complainant: Means any person, natural or legal, who is a client of the Firm.

3. Submitting a Complaint

The Complainant, if possible, should report the event or the date of the occasion subject of the complaint to Alchemy as soon as possible. This is necessary to enable us to investigate the complaint as efficiently as possible.

A complaint can be submitted to the Firm via written electronic communication (e-mail) only. Alchemy’s Customer Support Department will receive and, at first, manage complaints within the Firm. Employees of the Customer Support Department shall help the Complainant in compiling and submitting the complaint. The Complainant must submit his complaints in relation to services rendered as outlined in the Client Agreement (or any other applicable agreement). Our Client Agreement is available on our website.

If employees of the Customer Support Department are unable to settle the complaint efficiently, the complaint will be escalated to the Compliance Department of the Firm.

4. Registration of Complaints

The Firm shall register all complaints. This register shall record the following information as a minimum:

- Nature of the complaint.
- Description of the event or subject of the complaint.
- Date of submission of the complaint.
- Measures implemented to settle or solve the complaint.
- In case of rejection, the reason for rejection.
- Date of response to the complaint; and
- Any other information deemed necessary.

The Firm is required to record and keep the necessary data for the settlement of the complaint. All personal details obtained in relation to managing the complaint shall be deleted from our records after the record-keeping period has elapsed.

Alchemy's complaints management system is transparent; this means that complaints can be traced and administered at each and every stage of the procedure.

The Firm manages all complaints equally and fairly, without any discrimination, in line with this Policy.

Complaints are handled by:

Customer Support Department

Where possible, all complaints must be settled without delay. Alchemy employees will forward all complaints submitted in writing to the Customer Support Department. The Customer Support Department shall be responsible for settling complaints. The officers of the Customer Support Department will inform you of the appropriate process to follow.

If you are contacting us on behalf of another person, we may ask you to provide proof of that person's consent to your handling of their Complaint. We aim to resolve the matter within five (5) business days depending on the nature of the complaint and ensure that the maximum time to respond to complaints does not exceed 30 days.

Compliance Department

If employees of the Customer Support Department are unable to settle the complaint efficiently or within a short period of time, they will escalate the complaint to the Compliance Department of the Firm. The Complainant, if they do not accept the solution offered by the Customer Support Department, is also entitled to approach the Compliance Department directly.

5. Response to Complaints

The Firm follows the outlined procedures to ensure that your complaint is resolved within a period of thirty (30) business days. This response, including the reasoning, is always communicated to the Complainant. Some complaints can be resolved more quickly depending on the facts and the nature of the Complaint. If the Complaint is more complex and takes longer than thirty (30) business days to resolve, we will communicate the reasons for the delay. You may be required to provide additional information to enable us to investigate the complaint.

Where the complaint is submitted by another person or via a method which does not allow to clearly establish proper authorization of the submission, Alchemy may ask the authorized person to submit the complaint to confirm the complaint in question.

The Firm adds correct, clear and unanimous reasoning to every decision brought down in order to settle complaints, which will be communicated to the Complainant in writing. If the decision refers to legislation, its relevant regulations must also be included in the above reasoning.

6. Monitoring of Complaints

After settling the procedure, Alchemy shall preserve every written or electronic document related to complaints for a period of 7 years. The Firm shall be entitled to prepare statistics and reports about complaints, which will be aimed to improve the efficiency of administering complaints.

7. Settlement of Disputes

If for any reason your complaint has not been resolved by us, then you can escalate your complaint to the Financial Services Authority: complaints@fsaseychelles.sc