

Knight Markets Ltd.

Complaint Handling Policy

Knight Markets Ltd (hereinafter the “Company”) aims to provide superior services to all of its Clients.

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

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:

1. Email: **support@knightmarkets.com cc: compliance@knightmarkets.com**
2. Postal Address:

Knight Markets Ltd
Ground Floor, The Sotheby Building Rodney Village, Rodney Bay Gros-Islet, Saint Lucia

When the Compliance Officer receives the Client’s complaint then a written acknowledgment will be sent to the Client within 7 business days;

The Company will attempt a final response within 30 business days, however in case we are still not in a position to resolve the issue then the Compliance Officer will notify the complainant in writing stating the reasons for the delay and indicate an estimated time to resolve the issue;

A final response should be provided to the Client within 60 business days the latest from the date the complaint was submitted;

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]

For internal use only:

Complaint Received By: Date:	
Acknowledgment sent to Client:	- <input type="checkbox"/> Yes <input type="checkbox"/> No
Informed Client of initial action:	- <input type="checkbox"/> Yes <input type="checkbox"/> No
Final response provided to Client:	- <input type="checkbox"/> Yes <input type="checkbox"/> No
Holding response provided to Client:	- <input type="checkbox"/> No <input type="checkbox"/> N/A
Signature of Compliance Officer:	Date: