

Complaints procedure for clients

We, **KEY WAY MARKETS LTD** (hereinafter, the “Company”), have adopted this Complaints Procedure in order to ensure a fair and quick process for handling complaints that may arise from our relationship with you. This Complaints Procedure is made available to you free of charge and upon request.

KEY WAY MARKETS LTD is incorporated in Abu Dhabi Global Market (ADGM) and licensed and regulated by the ADGM Financial Services Regulatory Authority of the United Arab Emirates, with Company Registration Number 000003041 and registered office at 2481, 24, Al Sila Tower, Adgm Square, Al Maryah Island, Abu Dhabi, United Arab Emirates.

1. Submitting your Complaint

You may submit your complaint in writing and addressed to the **Complaints Management Function** of the Company who is authorized to handle and investigate complaints that may be submitted to them from our Clients.

You are encouraged to use the **Complaints Form** attached herein and submit it electronically at the following email address: info@keywaymarkets.com

2. Acknowledging your Complaint

We will acknowledge receipt of your complaint in writing within seven (7) days from the receipt of your complaint and provide you the unique reference number of your complaint. The **unique reference number** should be used in all your future contact with the Company regarding the specific complaint.

3. Handling of your Complaint

Once we acknowledge receipt of your complaint, we will review it carefully, investigate the circumstances surrounding your complaint and will try to resolve it without undue delay.

We shall make every effort to investigate your complaint and provide you with the outcome of our investigation within two (2) months from the date you have submitted your complaint to us. During the investigation process will keep you updated on the handling process of your complaint (within the 1st month). One of our officers may contact you directly (including communication by email or phone) in order to obtain, where needed, further clarifications and information relating to your complaint.

In the event that your complaint requires further investigation and we cannot resolve it within two (2) months, we will issue a holding response in writing or another durable medium. When a

holding response is sent, it will indicate the causes of the delay and when the Company's investigation is likely to be completed.

Please note that the Company shall consider your complaint as closed and cease the relevant investigation in case you fail to respond to our officers within the period of three (3) months from the date of the submission of your complaint.

4. Final Decision

When we reach an outcome, we will inform you of it together with an explanation of our position and any remedial measure we intend to take (if applicable). We will ensure we comply with any terms of redress promptly.

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

If you are not satisfied with the Company's final decision you may submit your complaint to other independent bodies such as an external dispute resolution scheme, arbitration or the Regulatory Committee, Appeals Panel or Court in the ADGM.

COMPLAINTS FORM

This is the form you need to fill in if you wish to submit your complaint to KEYWAYMARKETS LTD (the “Company”). Complete, up-to-date as well as accurate information is required to be provided to the Company for the proper investigation and evaluation of your complaint.

Please note that the below Complaint Form is only indicative and not exhaustive. The Company may request further information and/or clarifications and/or evidence as regards to your complaint.

Date:

Client information

Name:

Surname:

ID or Passport Number:

Country of nationality:

Legal Entity Name

(in case the Client is a legal person):

Account Trading Number:

Contact details of the client

Postal Address:

City/Province:

Code:

Country:

Telephone Number:

Email:

(Please advise your most convenient method of communication)



Details of the complaint

Date when the Complaint was created:

Description of the Complaint:

Describe your complaint

(use a separate sheet if necessary, please provide as much as information as possible and any supporting documentation)

