COMPLAINT HANDLING POLICY

Titanedge Securities Ltd

Version Number	Author	Purpose/Change	Date
01	Compliance Department	Review & Update	July 2022
02	Compliance Department	Review & Update	December 2022

95 Griva Digeni, GRIGORIOU BUILDING, Mezzanine floor, Office no. 1, Saint Nicholas, 3101 Limassol, Cyprus

+357 25261736

info@titan-edge.com

Titanedge Securities Ltd with Registration Number HE 411909, is regulated and authorized by the Cyprus Securities and Exchange Commission under license number 405/21.

Introduction

Titanedge Securities Ltd (hereinafter called as the "Company") is an Investment Firm incorporated and registered under the laws of the Republic of Cyprus, with registration number HE 411909. The Company is authorized and regulated by the Cyprus Securities and Exchange Commission (hereafter the "CySEC") under the license number 405/21.

This Complaint Handling Policy (hereinafter referred to as the "Policy") sets out the processes employed by the Company when dealing with complaints received by clients.

The Policy

This Policy, as mentioned above, is to outline the procedure regarding the handling for all client complaints, to ensure the Company's compliance with the applicable laws, rules and/or regulations, as well as operate in line with the complaint handling procedures as stipulated and expected by CySEC.

For the purposes of this Policy, 'complaint' shall mean an expression of dissatisfaction by a Client regarding the provision of investment and/ or ancillary services provided to him/her by the Company.

How to Submit a Complaint

All clients' complaints are handled by the Company's Compliance Department and all information and documentation is treated with the utmost confidentiality.

In order to file a complaint, the complainant shall complete the Complaint Form developed by the Company (see **Annex 1** attached hereto) or send an email at complaints@titan-edge.com.

The below information should be provided by the Client to assist the Company to handle the complaint submitted:

- Full name of the client;
- ID/Passport number;
- Email;
- Phone Number;
- Address;

- Account Number;
- Date when the issue and/or problem first took place (i.e. date of the incident);

Once completed, it should be sent to our Compliance Department, in one of the following ways:

- In a hard copy along with a copy of the complainant's identification document and any other additional documentation relevant to the complaint, to the Company's head offices, which are located at 95 Griva Digeni, GRIGORIOU BUILDING, Mezzanine floor, Office 1, Saint Nicholas, 3101 Limassol, Cyprus; or
- By e-mail at complaints@titan-edge.com.

Handling of Complaints

Within five (5) days from the date of receipt of a Complaint, the Company will send a written acknowledgement email to the client, confirming safe receipt of the Complaint and that all necessary steps will be taken towards its resolution. Additionally, the Company will give an estimated timeframe required to resolve the said Complaint along with the Unique Reference Number which will be assigned to the Complaint. The complainant should use this unique reference number in all future contact with the Company, the Financial Ombudsman and/or the CySEC regarding the specific complaint.

Following acknowledgement of the Complaint, the Company will investigate the Client's Complaint. In investigating a client's Complaint, the Company takes into account the subject matter of the Complaint, the evidence the Client has provided (where applicable), and the evidence in the Company's records.

Within two (2) months, the Company will reply to the complainant about the outcome and/or decision. During the investigation of the Complaint, the Company will inform the complainant of the handling process of his/her Complaint.

Where the Company is unable to respond within the two (2) month timeframe, it will inform the complainant of the reasons for the delay and indicate the period of time that needed to complete the investigation. In any case, this period of time cannot and will not exceed the three (3) months from the submission of the Complaint.

When we reach our final decision, we will inform you without delay and we will provide you with an explanation of our position and propose remedial measures (if applicable). We will consider a Complaint as resolved or settled once we have sent you in writing our final decision and/or further clarifications on the final decision.

Furthermore, should a client fail to reply to any communication from the Company (including the Final Response) for a period of greater than one (1) month, the Company will consider the Complaint time-barred and closed.

Financial Ombudsman

In the event where you are not satisfied with our assessment and decision, you can refer your complaint to the Financial Ombudsman:

Financial Ombudsman contact details:
Address: 15 Kypranoros, 1061 Nicosia, or P.O. Box 26722, 1647 Nicosia
Phone: +357 22 84 89 00
Fax: +357 22 66 05 84, +357 22 66 01 18
Email: complaints@financialombudsman.gov.cy
Website: www.financialombudsman.gov.cy

Please note that CySEC does not have restitution powers and therefore does not investigate individual complaints. However, all Complaints submitted to the CySEC are taken into consideration in the performance of its supervisory mandate.

The Company's aim is to always keep its clients happy and satisfied with its provided services.

Annex 1: Complaints Form

Client Information:

Full Name:	**Account Number:**
ID/Passport No.:	**Address:**
E-mail:	**Telephone:**

Brief Summary of the complaint:

Date of the Incident:	**Disputed Amount & Currency:**
Description of the incident:	

Signature:	**Date:**

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