



Complaint Handling Policy

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Overview

In accordance with COBS 6 Cresco Capital Markets (UK) Ltd has developed a Complaint Handling Procedure to establish, implement and maintain effective and transparent procedures for the reasonable and prompt handling of complaints received from Retail Clients or potential Retail Clients, and to keep a record of each complaint and the measures taken for its resolution.

Purpose

The purpose of the Complaint Handling Policy is to set out a procedure how to address a received complaint by covering the following aspects:

- Receiving and responding to complaints reasonably and promptly.
- Maintaining a Complaints Register to record each complaint and the measure taken for its resolution;
- Detailing the appropriate investigation of complaints and the action required where a complaint cannot be resolved on the spot; and

Cresco Capital Markets (UK) Ltd is committed as part of its Service Commitment to ensure that all received complaints are handled fairly, efficiently and promptly. Furthermore Cresco Capital Markets (UK) Ltd is committed to identify and remedy any recurring or systematic problems as well as any specific problem identified by the complainant.

Definitions

What is a complaint?

A complaint is a statement that something is unsatisfactory or unacceptable. A complaint can be raised either verbally or in writing from or on behalf of a client about the Company's provision of or failure to provide a financial service activity, as outlined in the licence of the Company. A complaint can be justified or not.

A complaint must involve an allegation that the complainant has suffered, or may suffer, financial loss, material inconvenience or material distress.

Only Retail clients or prospective retail clients are eligible A complainant is one who is or has been a customer of the Company.

Complaint Handling Procedure

All complaints have to be made in writing via email, fax or letter. Upon receipt of a complaint the complaint must be forwarded immediately to the Back Office Manager, who will be responsible for the Complaint Handling and internal coordination of the Complaint Handling with the different department within the Company.

Each received complaints must be acknowledge within 7 days from receipt of the written complaint.

Upon receipt of a written complaint a Complaint Log must be opened immediately. The Complaint Log shall include the following information:

- Date when the complaint was received
- Date when Complaint Log was opened
- Complaint Log number
- Client name

- Client Account number (if applicable)
- Account Manager
- Summary of the complaint raised by the customer
- Copies of any supporting documents provided by the customer
- Actions undertaken by the Company to resolve the complaint
- Supporting documentation for the resolution of the complaint
- If the complaint was solved or not
- Date when the complaint was solved and closed

Cresco Capital Markets (UK) Ltd will endeavour to resolve a complaint at the earliest possible stage.

Cresco Capital Markets (UK) Ltd will send an acknowledgement and it will include the following information:

- Cresco Capital Markets (UK) Ltd will investigate the raised complaint
- Once the internal investigation has been completed, Cresco Capital Markets (UK) Ltd will inform the complainant about the outcome of the internal investigation
- Inform the complainant that he/she may refer the complaint to Financial Ombudsman Service if he/she is not satisfied with the manner the complaint was handled by Cresco Capital Markets (UK) Ltd and outcome of the complaint

Within a reasonable time period (4 weeks) from the date of receipt of the complaint Cresco Capital Markets (UK) Ltd will provide the complainant with:

- A final response explaining the outcome of the investigation, the remedial action Cresco Capital Markets (UK) Ltd considers appropriate to take and a description of the proposed course of action. In addition inform the complainant that he/she may refer the complaint to the Financial Ombudsman Service if he/she is not satisfied with the manner in which the complaint has been handled; or
- A holding response, explaining why Cresco Capital Markets (UK) Ltd is not yet in a position to resolve the complaint, and giving an indication when further contact will be made within a reasonable time frame from the date of receipt of the complaint). In addition informing the complainant that he/she may refer the complaint to the Financial Ombudsman Service if he/she is not satisfied with the manner in which the complaint has been handled.

Within 8 weeks from the date of receipt of the complaint Cresco Capital Markets (UK) Ltd will contact the Complainant either with a final response or a response which:

- Explains why Cresco Capital Markets (UK) Ltd is still not in a position to provide a final response/solution, explaining the reasons for the delay and giving an indication when it expects to have a final response available.
- Informing the complainant that he/she may refer the complaint to the Financial Ombudsman Service if he/she is not satisfied with the manner in which the complaint has been handled.

Cresco Capital Markets (UK) Ltd considers a complaint closed with the following outcomes:

- Cresco Capital Markets (UK) Ltd has sent a final response to the Complainant; or
- The Complainant has accepted the provided solution to the complaint; or

- If the Complainant has not referred back to Cresco Capital Markets (UK) Ltd within 8 weeks of the Company's most recent communication with the Complainant

Cresco Capital Markets (UK) Ltd will cooperate fully and transparently with the Financial Ombudsman Service in handling and solving any complaint.

In cases where the client is not a retail client, such client shall be approached in order to resolve the dispute amicably or by means of alternative dispute resolution mechanisms.