

# CLIENT COMPLAINT POLICY

## HSN Capital Group Ltd

### Contents

1. Introduction .....	2
2. Definition of a Complaint.....	2
3. Submitting a Complaint .....	2
4. Acknowledging the Complaint.....	3
5. Handling of the Complaint.....	3
6. Final Decision .....	3

### *1. Introduction*

Alvexo is a brand name of HSN Capital Group Limited (hereinafter “the Company”), supervised and regulated by the Financial Services Authority of Seychelles (hereinafter “the FSA”), located at HIS Building, Office 5, Providence, Mahe, Seychelles.

The Client Complaint Policy (hereinafter the “Policy”) sets out the Company’s process of receiving and dealing with complaints received by its Clients, as per the provisions set out in applicable legislation when providing financial investment services.

The Company is committed to treating its Clients in a fair and transparent manner and to ensuring that it provides its Clients with a prompt and fair response to any complaint that they may bring to the Company’s attention.

### *2. Definition of a Complaint*

A Client complaint is an expression of dissatisfaction by a Client regarding the provision of investment services by the Company. A complainant, is any person, natural or legal person who is presumed to be eligible to have a complaint considered by a firm and who has already lodged a complaint. In case the Company receives a notice through the line of communication established by the Company to receive complaints, but which does not fall within the definition of 'complaint' above and can be characterized as an enquiry; this shall be categorized as an enquiry rather than a complaint and will be forwarded to the relevant department to be handled accordingly. The complainant maintains the right to request the reclassification of his enquiry as a complaint.

### *3. Submitting a Complaint*

The Client may submit a complaint in writing and addressed to the **Compliance Department** of the Company which is authorized to handle and investigate complaints that may be submitted to them by the Company’s Clients.

The Client is encouraged to use the [Complaint Form](#) available for download on the Company’s website and submit it using any of the following methods:

- (a) By sending by post or delivering in person the completed Complaint Form at the following address: HIS Building, Office 5, Providence, Mahe, Seychelles.
- (b) By submitting the completed Complaints Form electronically at the following email addresses: [compliance.hn@alvexo.com](mailto:compliance.hn@alvexo.com)
- (c) Please note that the Company may not accept complaints submitted to it by any other means/method (i.e. telephone, fax etc.).

Once the complaint is successfully completed and submitted, the Compliance Department of the Company shall handle and investigate the complaint.

#### *4. Acknowledging the Complaint*

The Company will acknowledge receipt of the complaint in writing within **five (5)** business days from the date of receipt.

#### *5. Handling of the Complaint*

Once the Company acknowledges receipt of the Complaint it will review it carefully, investigate the circumstances surrounding the complaint and will try to resolve it without undue delay.

The Company shall make every effort to investigate the complaint and provide the Client with the outcome of its investigation within **two (2) months** from the date the complaint was submitted.

One of the Company's Compliance assistants may contact the Client directly (including communication by email or phone) in order to obtain further clarifications and information relating to the submitted complaint. The Company will require the Client's full cooperation in order to expedite the investigation and possible resolution of the complaint.

In the event that the complaint requires further investigation and the Company is unable to resolve it within **two (2) months**, the Company shall issue a holding response in writing or other 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. In any event, the Company shall provide the Client with the outcome of the investigation no later than **one (1)** month from the issuing of the holding response, depending on the complexity of the case and the Client's cooperation.

#### *6. Final Decision*

When the Company reaches to an outcome, it will inform the Client of it, together with an explanation of the Company's final decision and of any remedy measures the Company intends to take (if applicable).