

Complaints Procedure

Complaints Manager's contact

details :

Address: BP 1257 Bonovo Road, Fomboni, Island of Mawali
(Moheli), KM Comoros Union

E-mail: compliance@wealthbank.finance

Our procedures

Any complaint, verbal or written, will be referred to our Complaints Manager at the earliest opportunity or to a Senior member of our Management, if the Complaints Manager is unavailable.

We will also:

- **Promptly acknowledge the complaint in writing**
- **Give details in our acknowledgement letter by the Financial Ombudsman service**
- **Make contact to seek clarification on any points, where necessary**
- **Fully investigate the complaint**
- **Keep you informed on our progress**
- **Discuss with you our findings and proposed response**

You will receive contact from us, aiming to inform you on the relevant progress, if we cannot respond immediately. We will let you have our final response as soon as possible and not later than 8 (eight) weeks.

Advisor or Provider

Clients often express dissatisfaction to their Advisor about the product provider. We will need to establish whether or not your complaint relates to the advice given, the Advisor's service or the service or performance of the product provider. If unclear, this must not delay the investigation and we will proceed with our own investigation.

The Complaints Manager will review and take the complaint to the provider, if appropriate in consultation with you.

Investigation

The Complaints Manager will establish the nature and purpose of your complaint, in due regards to the relevant Financial Authority's guidelines:

- **Deal with complaints promptly and fairly**
- **Give complainants clear replies and, where appropriate, fair redress**

Eligible Complainants

It is the Bank's policy to treat all complainants the same; however, eligible complainants are legally defined and have additional rights in law that we must acknowledge and adhere to.

The Financial Authority complaints rules apply to complaints:

- **Made by, or on behalf of, an eligible complainant;**
- **Relating to regulated activity;**
- **Involving an allegation that the complainant has suffered, or may suffer, a financial loss, material distress or material inconvenience;**

Timescales

The Regulation gives the Bank a maximum time of 8 weeks to issue a final response to the complainant and we require that this practice is followed (as a maximum timescale) for all complaints.

Final Response

This will set out clearly the Bank's decision and the reasons for it.

If compensation is offered, a clear method of calculation will be shown.

We must include details of the Financial Ombudsman Service in the final response; if dealing with an eligible complainant and a regulated activity, we will:

- **explain that the complainant must refer the matter to the ombudsman within 6 (six) months of the date of this letter otherwise the right to use this service will be lost.**
- **indicate whether or not we consent to waive the relevant time limits**

Complaints settled within 3 business days

Complaints that can be settled to your satisfaction within 3 business days can be recorded and communicated differently.

Where we consider a complaint to be resolved to your satisfaction under this section, we will promptly send you a 'summary resolution communication', being a written communication from us which:

- 1. Refers to the fact that you have made a complaint and informs you that we now consider the complaint to have been resolved to your satisfaction;**
- 2. We will tell you that if you subsequently decide that you are dissatisfied with the resolution of the complaint you may be able to refer the complaint back to us for further consideration or alternatively refer the complaint to the Financial Ombudsman service;**
- 3. Indicates whether or not we consent to waive the relevant time limits, (where we have discretion in such matters)**
- 4. Provide the website address of the Financial Ombudsman Service**
- 5. Refer to the availability of further information on the website of the Financial Ombudsman Service.**

In addition to sending you a 'summary resolution communication', we may also use other methods to communicate the information where:

- 1. We consider that doing so may better meet your needs**
- 2. We have already been using another method to communicate about the complaint**

Closing a complaint

We will consider a complaint closed when we have made our final response to you. This does not prevent you from exercising any rights you may have to refer the matter to the Financial Ombudsman Service.

Financial Ombudsman Service

We will co-operate fully with the Ombudsman in resolving any complaints made against us and agree to be bound by any awards made by the Ombudsman. The Bank undertakes to pay promptly any fees levied by the Ombudsman.

Contact

Email:

compliance@wealthbank.finance

Website: www.wbgroup.finance