



# **Complaints Handling Policy**

## **Nova Capital Ltd**

Nova Capital Ltd (hereinafter, the “Company”). The Company has implemented this Complaints Handling Policy to ensure a transparent, fair, and expedited process for addressing any complaints that may arise from its Clients.

### **Submitting your Complaint**

Clients may submit complaints in writing through the Company’s official website, directed to the Support Department.

### **Acknowledging your Complaint**

The Company will provide a written acknowledgment of the complaint within seven (7) business days from the date of receipt.

### **Handling of your Complaint**

Upon acknowledgment of the complaint, the Company will undertake a thorough review and investigation into the circumstances surrounding the issue. The Company will strive to resolve the complaint without unnecessary delay.

The Company will make every effort to complete the investigation and provide a response to the Client within thirty (30) business days from the date of complaint submission. If the Company is unable to resolve the issue within this timeframe, the Client will be informed in writing, with an explanation for the delay and an estimated resolution timeline.

Please note that the Company reserves the right to consider the complaint closed and discontinue the investigation if the Client fails to respond to Company requests within three (3) months from the date of submission.

### **Final Decision**

Upon conclusion of the investigation, the Company will communicate its final decision to the Client. This communication will include a detailed explanation of the Company’s position and any corrective measures the Company intends to implement, if applicable.

### **Records Keeping**

The Client is required to provide all relevant documentation, as well as any additional information requested by the Company, to ensure the timely and effective resolution of the complaint.

The Company will retain all records related to the complaint in accordance with local regulatory requirements and for a minimum period of six (6) years.

