

# COMPLAINT HANDLING POLICY

**EMERALD LTD**  
[www.lekfi.com](http://www.lekfi.com)

September 2024

## **Introduction**

Emerald Ltd (hereinafter the “Company”) aims to provide superior services to all of its Clients.

The Company has appointed a Compliance Officer to efficiently ensure the proper handling of the complaints from the Clients. This is to allow the Company to resolve and apply mandatory measures to avoid any recurring issues.

## **Definition**

The Company classifies a complaint as any objection and/or dissatisfaction that the Client may have in regard to the provision of the services offered by the Company, namely investment services. A complaint form is enclosed at the end of this policy.

## **Procedure**

The Compliance Officer shall be responsible to ensure the proper handling of Client complaints, except in the case where the complaint involves the Compliance Officer, whereby the complaint shall be handled by the Company’s relevant officer.

The Client may register a complaint by completing the complaint form, using any of the following options:

- Email: support@lekfi.com
- Postal Address: Emerald Ltd  
CT House, Office No. 9A,  
Providence, Mahe, Seychelles

1. When the Company receives the Client’s complaint then a written acknowledgement will be sent to the Client within 7 business days;
2. The Company will attempt a final response within 30 business days, however in case we are still not in a position to resolve the issue then the Company will notify the Client in writing stating the reasons for the delay and indicate an estimated time to resolve the issue;
3. A final response should be provided to the Client within 60 business days the latest from the date he/she submitted his/her complaint;
4. In the case where the complainant is still not satisfied with the Company’s final response, then the complainant can refer his complaint with a copy of the Company’s final response to the Financial Services Authority (FSA) in Seychelles for further examination.

## **The contact details for the Financial Services Authority (FSA) in Seychelles are set out below:**

Address: PO Box 991  
Bois de Rose Avenue  
Roche Caiman Victoria, Mahe, Republic of Seychelles

Phone: (+248) 438 08 00

Fax: (+248) 438 08 88



Email: [complaints@fsaseychelles.sc](mailto:complaints@fsaseychelles.sc)  
Website: <http://fsaseychelles.sc/index.php/contact-us>

### **Client Records**

The Client should provide all relevant documentations as well as any additional information requested by the Company in order to ensure all records are collected and the complaint is properly resolved on time.

All records will be kept as per local requirements, for a period of five (5) years.

[The complaint form can be found in the next page]



<b><i>For internal use only:</i></b>	
Complaint Received By:	Date:
Acknowledgement sent to Client:	<input type="checkbox"/> Yes - <input type="checkbox"/> No
Informed Client of initial action:	<input type="checkbox"/> Yes - <input type="checkbox"/> No
Final response provided to Client:	<input type="checkbox"/> Yes - <input type="checkbox"/> No
Holding response provided to Client:	<input type="checkbox"/> Yes - <input type="checkbox"/> No - <input type="checkbox"/> N/A