

## COMPLAINTS HANDLING POLICY

**Eliprime Finance Limited ("Eliprime")**

**Effective: Jan 2026**

- 1. Commitment to Clients:** Eliprime Finance Limited ("Eliprime", "we", "us", or "the Company") is committed to maintaining the highest standards of professionalism and service in all aspects of its business. However, should you have reason to believe that our services have not met your expectations, this Complaints Handling Policy has been established to ensure that all complaints are handled fairly, transparently, and promptly.
- 2. Initial Submission of a Complaint:** If you wish to make a complaint, you should first contact our Support Team by email at: [support@eliprime.com](mailto:support@eliprime.com). Our team will make every reasonable effort to resolve your concern at this initial stage.
- 3. Acknowledgement and Initial Resolution:** We aim to acknowledge and seek to resolve complaints within five (5) business days of receipt. While many matters can be resolved promptly, some complaints may require additional investigation.
- 4. Escalation to Compliance Department:** If your complaint is not resolved within five (5) business days, or if you remain dissatisfied with the outcome, you may escalate the matter to our Compliance Department by email at: [compliance@eliprime.com](mailto:compliance@eliprime.com).
- 5. Information Required:** When submitting or escalating a complaint, please provide all relevant details, including:
  - Your full name and contact details
  - A clear description of the complaint
  - Any supporting documentation or evidence that may assist our reviewProviding complete information will help us address your complaint efficiently.
- 6. Investigation Process:** Upon receipt, your complaint will be reviewed and investigated by appropriately qualified personnel. Eliprime will assess each complaint diligently, impartially, and fairly. We may contact you if further information is required.
- 7. Timeframe for Final Response:** We aim to issue a final response to your complaint within eight (8) weeks from the date of receipt.
- 8. Delay in Resolution:** If we are unable to provide a final response within eight (8) weeks, we will notify you in writing, explaining the reasons for the delay and providing an indicative timeframe for resolution.

**9. Redress:** Where Eliprime determines that you are entitled to financial or other appropriate redress, details of such redress will be clearly outlined in our final response.

**10. Settlement of Redress:** If redress is agreed and accepted, Eliprime will arrange settlement within four (4) weeks from the date of issuing the final response, unless otherwise agreed.

**11. Referral to the Regulator:** If you remain dissatisfied with Eliprime's final response, you may have the right to escalate your complaint to our supervising regulatory authority:

- Financial Services Authority of Seychelles (FSA)
- Website: <https://www.fsaseychelles.sc>

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### **Regulatory Disclosure**

Eliprime Finance Limited is authorized and regulated by the Financial Services Authority of Seychelles (FSA) under Securities Dealer License No. SD 081.