



# Complaints Handling Procedure

How to Raise a Complaint and What to Expect

Milele Prime Ltd · Effective: August 2026

## 1. Purpose

Milele Prime Ltd (the "Company") aims to deal with client concerns fairly, consistently and promptly. This Procedure explains how to raise a complaint, how it will be handled, and the applicable time limits. It forms part of the Client Agreement. Following this Procedure is a mandatory first step before commencing any dispute resolution under the Client Agreement.

## 2. How to Submit a Complaint

A complaint is an expression of dissatisfaction relating to the provision of the Company's services that seeks a remedy. General questions, requests for information and routine service issues are handled by Support at [support@mileleprime.com](mailto:support@mileleprime.com) and are not treated as complaints; if you remain dissatisfied, you may escalate to a formal complaint.

Formal complaints must be submitted in writing to [complaints@mileleprime.com](mailto:complaints@mileleprime.com) from your registered email address and must include: your full name and account number; the date(s), instrument(s), order/ticket number(s) and amounts concerned; a clear description of the issue and the events; the remedy sought; and any supporting evidence. The Company may request further information, and the time taken to provide it is excluded from the timelines below. Complaints that are incomplete, abusive, or submitted by unauthorized third parties may be declined.

## 3. Time Limit for Raising Complaints

Complaints must be submitted promptly and in any event within thirty (30) calendar days of the date on which you became aware, or ought reasonably to have become aware, of the matter complained of, and objections to trade confirmations and statements must be raised within the period specified in the Client Agreement. To the fullest extent permitted by applicable law, matters not raised within these periods are deemed waived and accepted, and the Company may decline to consider them.

## 4. How Complaints Are Handled

The Company will acknowledge a valid complaint within five (5) business days of receipt, investigate it impartially using the Company's records (which, absent manifest error, are conclusive), and provide a final response within thirty (30) business days. Where the matter is complex, the Company will inform you of the delay and indicate when a response is expected, not exceeding a further thirty (30) business days. The Company's final response will set out its findings and any remedy offered.

Any remedy, goodwill payment or adjustment offered is made without admission of liability, in full and final settlement of the matter unless stated otherwise, may be conditioned on confidentiality, and creates no precedent for other cases. Offers not accepted within fourteen (14) calendar days lapse automatically.

## 5. If You Remain Dissatisfied

If you do not accept the final response, or no final response is issued within the period stated above, you may pursue the dispute resolution mechanism set out in the Client Agreement (governing law: Saint Lucia; forum: the exclusive jurisdiction of the courts of Saint Lucia, as set out in the Client Agreement). Where applicable law grants you access to a statutory ombudsman, regulator or compensation scheme, nothing in this Procedure limits those rights; details, where applicable, are available on request from [compliance@mileleprime.com](mailto:compliance@mileleprime.com).

## 6. Records and Review

The Company records complaints and their outcomes, uses them to improve its services, and retains complaint files for the period required by applicable law. This Procedure is reviewed periodically; the current version published on the Website applies.

