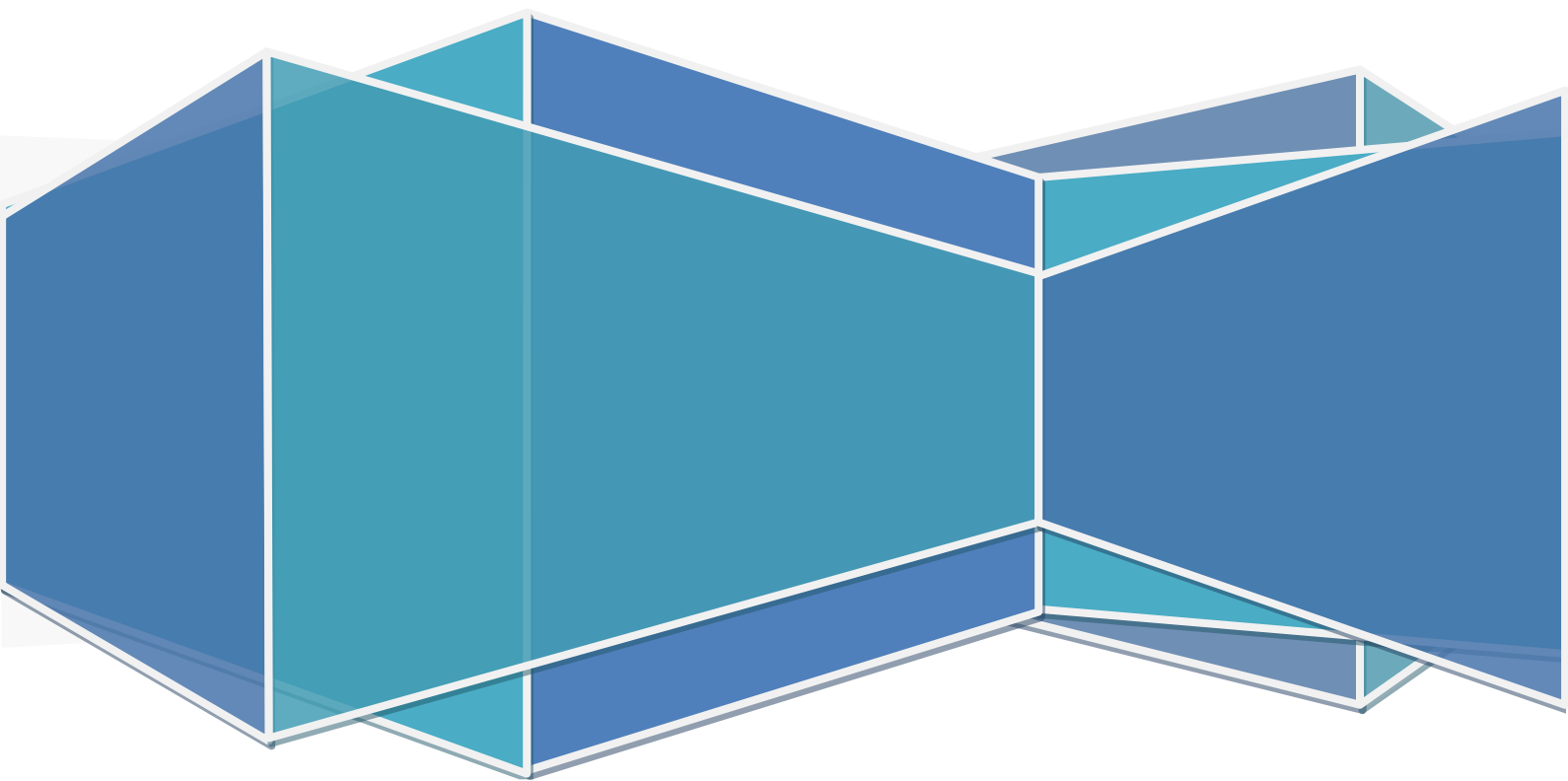




COMPLAINT PROCEDURE FOR CLIENTS



Blue Suisse Limited (hereinafter, “BlueSuisse”), has adopted this Complaint Procedure For Clients in order to ensure a fair and quick process for handling complaints that may arise from our relationship. BlueSuisse keeps a record of each complaint and the measures taken for the complaint’s resolution.

HOW TO SUBMIT A COMPLAINT?

If you have any complaints about the instrument or conduct of the person you have spoken to, you may place your complaint in two ways :

1. You may raise complaints, disputes and/or comments via email addressed to the Complaints Department on: complaints@bluesuisse.com
or
2. You may send your complaint in writing to our “Complaints Department, Blue Suisse Ltd, Unit 202, Gozo Innovation Hub, Triq il-Pitkalija, Xewkija, XWK3000, Gozo, Malta”.

WHAT HAPPENS AFTER I SUBMIT A COMPLAINT?

BlueSuisse ensures that your complaint will be treated fairly, promptly, efficiently and with courtesy at all times. Transparency is guaranteed at any time throughout the whole procedure.

WHO WILL DEAL WITH MY COMPLAINT?

BlueSuisse has senior and well-trained staff for the handling of your complaint because we value your feedback about our product and services.

HOW LONG WILL I WAIT TO GET A REPLY?

You will receive a reply to your complaint within 2 weeks from the day of the registration of the complaint. Where the investigation of the complaint necessitates more than 2 weeks for completion, BlueSuisse will inform you with this delay together with the reason for such a delay. BlueSuisse will provide an indication as to when the investigation is likely to be completed. BlueSuisse will be making its best to provide you with a redress in the shortest time possible. If after our final response we do not hear back from you within 8 weeks, the complaint will be considered as settled.

IF YOU REMAIN DISSATISFIED

If you are not satisfied with the manner your complaint has been handled by BlueSuisse, you may refer your complaint to the Financial Arbiter, Office of the Arbiter for Financial Services, First Floor, St Calcedonius Square, Floriana FRN 1530, Malta or through complaint.info@financialarbiter.org.mt

DATA PROTECTION

BlueSuisse respects your rights concerning the personal data, including the processing and protection of them, in fully compliance with the Malta Data Protection Act and other local and European relevant rules and regulations, including the General Data Protection Regulation.