VERSION 2.0

MAY 2026

Complaints Procedure

Group complaints-handling procedure — applicable to all RaiseFX regulated entities and their appointed Authorized Representatives.

LICENSED FSP

Raise Global SA (Pty) LTD

Reg. 2018/616118/07 · South Africa

FSCA Licence n° 50506

AUTHORIZED REPRESENTATIVE

Raise EU Services D.B LTD

Reg. HE428723 · Cyprus

Under Authorized Representative Agreement on behalf of Raise Global SA (Pty) LTD

VERSION

2.0

EFFECTIVE DATE

19 May 2026

OWNER

Kevin D. Wides · MLRO

REVIEW CYCLE

Annual, or upon regulatory change

COMPLAINTS PROCEDURE

Complaints Procedure

RaiseFX acknowledges every client complaint within 48 hours, issues a substantive interim response within 14 business days, a final written response within 21 business days, and resolves all complaints within a maximum of 6 weeks (30 business days) in line with the FAIS Rules and applicable EU requirements.

0 Application to the RaiseFX Group

Everything contained in this Complaints Procedure Policy applies in its entirety to every entity within the RaiseFX group of companies (the **Group**). Where this document refers to the *FSP*, the *Broker*, *RaiseFX* or *the institution*, that reference is to be read as a reference to whichever entity within the Group has accepted the relevant client, individually and collectively, and the obligations set out here bind each Group entity on the same basis.

ENTITY	REGISTRATION / LICENCE	JURISDICTION	ROLE
Raise Global SA (Pty) LTD	2018/616118/07 — FSCA FSP No. 50506	Republic of South Africa	Authorised Financial Services Provider
Raise EU Services D.B LTD	HE428723 — TIN 10428723T	Republic of Cyprus / European Union	Authorized Representative

Group leadership: **CEO** — David BOTTIN; **MLRO** — Kevin D. Wides. Where a provision of this document is, by its nature, applicable only to one Group entity (for example, a reference to a national law, regulator or ombudsman), that provision applies to that entity alone; all other provisions apply to each Group entity equally.

1 Summary of Complaints Procedure

Complaints must be lodged in writing with RaiseFX and follow the internal complaints and escalation processes set out in this policy. The governing body of each Group entity is responsible for the formulation, adoption and implementation of the internal complaints process. Complaints are handled by a suitably qualified person.

SINGLE TIMELINE STANDARD

RaiseFX applies one consistent timeline across the Group, aligned with the FAIS Rules on the Proportionate and Effective Resolution of Complaints and §11 of the Client Agreement v2.0.

2 Introduction

Raise Global SA (Pty) LTD is regulated by the Financial Sector Conduct Authority (FSCA) as an authorised Financial Services Provider under FSP No. 50506. Raise EU Services D.B LTD is incorporated in Cyprus (HE428723) and acts as Authorized Representative within the European Union.

3 Interpretation of Terms

Unless indicated to the contrary, terms used in this Policy have the meaning given in the Client Agreement available at www.raisefx.com and may be used in the singular or plural as appropriate.

- **Complainant** — a client (as defined in the Client Agreement) or any person whose dissatisfaction relates to the approach, solicitation, marketing or advertising material of the provider, or to a financial product, financial service or related service offered by the provider.
- **Authorized Representative** — any Group entity (such as Raise EU Services D.B LTD) or third party appointed by Raise Global SA (Pty) LTD to render services on its behalf within the relevant jurisdiction.

4 Scope of the Complaints Handling Procedure

This Procedure sets out the processes employed when dealing with complaints received from clients of any Group entity, including complaints arising from services rendered by an Authorized Representative. It applies to written and electronic complaints and to verbal complaints subsequently confirmed in writing.

5 Definition of a Complaint

A complaint is an expression of dissatisfaction by a person to the provider, or to the provider's service supplier, relating to a financial product or service, or to the product knowledge of the provider, which indicates or alleges (whether or not submitted with a client query) that:

1. the provider or its service supplier has contravened or failed to comply with an agreement, law, rule or code of conduct binding on it;
2. the provider's or service supplier's maladministration or wilful or negligent act or failure to act has caused the person harm, prejudice, distress or substantial inconvenience; or
3. the provider or its service supplier has treated the person unfairly.

Information a complaint must contain

- the client's full name and surname;
- the client's trading account number;
- the affected transaction numbers, if applicable;
- the date and time the issue arose; and
- a clear description of the issue.

A complaint must not contain offensive language directed at RaiseFX or any RaiseFX employee. Communications containing such language may be returned for redrafting before being formally processed.

6 How to Lodge a Complaint

All complaints must be in writing and addressed, in the first instance, to the Customer Support Department. If the response from Customer Support does not resolve the matter, the client may request escalation to the Compliance Department or contact the Statutory Compliance Officer directly. The complaint must include all relevant information and supporting attachments.

STEP	RECIPIENT	CHANNEL
1. First-line	Customer Support Department	support@raisefx.com
2. Escalation	Compliance Department / MLRO (Kevin D. Wides)	compliance@raisefx.com
3. Statutory Compliance Officer (ZA)	Oracle Compliance — Mr. Leonardo d'Onofrio	leonardo@oraclecompliance.com / +27 11 100 2551

Both Customer Support and Compliance examine each complaint thoroughly, taking into account the firm's books and records (including the client's trading account journal), to reach a fair outcome. The complainant is kept informed throughout the process and all complaints are treated confidentially.

7 Timelines

STAGE	TIMING FROM RECEIPT
Initial acknowledgement	Within 48 hours
Substantive interim response	Within 14 business days
Final written response (where not resolved earlier)	Within 21 business days
Maximum total resolution	6 weeks (30 business days)

⚠ **SIX-WEEK CEILING**

Every complaint must be fully resolved within a maximum of 6 weeks (30 business days) from the date of receipt, in line with the FAIS Rules on the Proportionate and Effective Resolution of Complaints and §11 of the Client Agreement v2.0. If the final written response is not favourable, RaiseFX provides a full written explanation with reasons.

8 External Escalation — South Africa

If more than 21 business days have passed without a final response, or the client is dissatisfied with the response received, the complaint may be referred in writing to the Statutory Compliance Officer and ultimately to the FAIS Ombud, within 6 months of the final response. The Ombud will not investigate a complaint unless it has first been lodged with the Compliance Officer of the FSP.

FAIS OMBUD — CONTACT	DETAILS
Sharecall	0860 324 766
Telephone	+27 12 762 5000
Email	info@faisombud.co.za
Website	www.faisombud.co.za
Postal address	P O Box 41, Menlyn Park 0063
Physical address	125 Dallas Avenue, Menlyn Central, Waterkloof Glen, Pretoria 0010

9 External Escalation — Cyprus / European Union

Clients of Raise EU Services D.B LTD, and other EU-based clients dealt with through the Authorized Representative, may refer an unresolved complaint to the Financial Ombudsman of the Republic of Cyprus once the internal complaints process has been exhausted or the 6-week ceiling has lapsed.

FINANCIAL OMBUDSMAN OF THE REPUBLIC OF CYPRUS	DETAILS
Physical address	13 Lord Byron Avenue, 1096 Nicosia, Cyprus
Telephone	+357 22 848 900
Email	complaints@financialombudsman.gov.cy
Website	financialombudsman.gov.cy

ⓘ **DATA PROTECTION**

EU data subjects who consider that the processing of their personal data infringes the GDPR may additionally lodge a complaint with the supervisory authority of their habitual residence, place of work or place of the alleged infringement.

10 Records & Register

RaiseFX maintains an internal Complaints Register in line with **FAIS Rule 8** and the **Joint Standard on the Management of Complaints**. The register records the complainant, date received, regulatory item, details, findings/progress, status and completion date for every complaint received across the Group.

The Complaints Register is an internal record. It is retained for a minimum of **5 years** from the date of resolution and produced to the FSCA, the Cypriot supervisory authorities or any other competent regulator on request. Categorised complaints data is reported to the governing body and, where required, to the relevant regulator in accordance with prevailing reporting standards.

11 FAQs

General questions about this Procedure should be addressed, in the first instance, to the Customer Service Department. Questions concerning the status of an open complaint should be directed to the case handler identified in the acknowledgement notice.

12 Document Metadata

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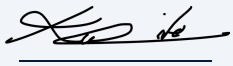
APPROVAL & SIGN-OFF

APPROVED BY	David BOTTIN
POSITION	Chief Executive Officer (CEO) — RaiseFX Group
SIGNATURE	
APPROVED BY	Kevin Douglas Wides
POSITION	Key Individual & FICA Compliance Officer — Raise Global SA (FSCA n° 50506)
SIGNATURE	
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OWNER
Kevin D. Wides · MLRO

REGULATOR
FSCA n° 50506

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