

5. Complaint Process

1. Purpose

Complaints and Reports of Illegal Activity Procedure. At Capital Chain, we are committed to maintaining the highest standards of ethical conduct and compliance with legal and regulatory requirements. We understand the importance of a robust process for addressing any reports of illegal activity. This page outlines our comprehensive complaint procedure, ensuring transparency, accountability, and prompt action.

How to Report : If you wish to report an incident or concern, please send a detailed email to support@capitalchain.co. We encourage you to include as much information as possible to facilitate a thorough investigation or Contact via Live Chat

2. Scope

This procedure applies to all complaints received from clients, partners, or other stakeholders relating to:

- The products or services provided by Capital Chain
- Conduct of Capital Chain employees or representatives
- Any other aspect of the company's operations that may impact client satisfaction or trust

3. Definition of a Complaint

A complaint is defined as:

“An expression of dissatisfaction, whether oral or written, about the provision of (or failure to provide) a financial or trading service by Capital Chain, which requires a response or resolution.”

4. Procedure

The Company ensures that its current complaints process is applicable for all categories of clients. Resolution of client complaints is achieved without undue delay, taking into consideration the seriousness of the complaint as well as the financial implications this may have to both the client as well as the Company. This Complaints Policy and the Complaints Handling Policy gathers all necessary information and uses the measures taken by the Company to solve potential inconveniences, complaints and/or grievances that might occur among the business relationship between the client and the Company.

A complaint must be written in English and include the following information:

- The client's full name
- The client's trading account number
- The Client's address and email address
- The affected transaction(s) number (if applicable)
- Date and time that the issue causing the complaint arose.
- A full and clear description of the issue causing the complaint/content of the complaint.
- Reference to any correspondence exchanged between the Company and the client (such correspondence should be attached).
- The Company may, at its discretion, refuse to handle a complaint if any of the requirements contained in the above subparagraph is not fulfilled.
- Clients or potential clients can submit complaints to the Company free of charge. When handling a complaint, communication with clients or potential clients shall be clear, in plain language that is easy to understand.
- All complaints will be treated with strict confidentiality.


Our Support Hours:

Our support team is available Monday to Friday, from 9:30 AM to 6:00 PM (UAE Time).

On Saturdays, live chat operates from 10:00 AM to 3:00 PM (UAE Time).

Please note that our office is closed on Sundays.

If you need assistance outside these hours, feel free to email us at support@capitalchain.com, and we'll get back to you as soon as possible.

 **Tip:** When contacting support, provide your account ID, platform, and a clear description of the issue to speed up the resolution process.