

COMPLAINT FORM

The term "Complaint" refers to the expression of dissatisfaction by a Client regarding the investment and/or ancillary services provided to them by Traze (Pty) Ltd. By filling out this Complaint Form, you are officially lodging a formal complaint with Traze (Pty) Ltd concerning your trading account.

To formally record a complaint, it is necessary to submit a duly completed complaint form along with sufficient supporting evidence, if required. Please send the completed complaint form and any necessary supporting evidence to CS@traze.com.

1. COMPLAINANT CONTACT DETAILS

Client Full Name: _____

Trading Account No. _____

ID/Passport Number: _____

Occupation: _____

Nationality: _____

2. COMPLAINANT CONTACT DETAILS

Residential/Commercial Address: _____

Province: _____

Country: _____

Phone Number: _____

3. DETAILS OF COMPLAINT

3.1. Please choose a category that best describes your complaint:

G. Other (If this option is selected a short description is required).

For other please specify: _____

3.2. Please choose the specific cause of your complaint from the following options:

O. Other (If this option is selected a short description is required).

For other please specify: _____

3.3. Please specify the date when you first became aware of the issue or problem.

3.4. Please indicate the disputed amount in the appropriate currency.

3.5. If you have previously contacted the Customer Support regarding the issue, please provide the following information:

3.5.1. Date(s) of communication.

3.5.2. Name(s) of the person(s) you spoke with.

3.5.3. Outcome or resolution of the communication.

3.6. Please provide a detailed description of the facts surrounding your complaint, along with the reasons for your dissatisfaction. Additionally, explain how these circumstances have had an impact on you.

If available, please provide us with supporting evidence to substantiate your claims. This may include screenshots from the Traze (Pty) Ltd Platform, any relevant communication with Customer Support, or any other documentation that can support your case.

3.7. Please specify the section(s) in the Risk Disclosure Statement that you believe have been breached according to your opinion.

3.8. Please indicate the specific section(s) in the Terms and Conditions that, in your opinion, have been violated or breached.

Please note that the latest versions of the Terms and Conditions and Risk Disclosure Statement can be found in the legal documents section of our website. Kindly refer to those documents for the most up-to-date information.

3.9. Please provide a description of the specific remedies or measures you believe would be appropriate to resolve your complaint satisfactorily.

4. CONSENTS AND ACKNOWLEDGMENTS

I acknowledge and agree to the following:

4.1. For my Complaint to be considered, I understand that the submitted Complaint Form must be completed with all the required information and accompanied by adequate supporting evidence (as necessary) to support my claims.

4.2. Traze (Pty) Ltd will provide a written acknowledgment within five (5) days of receiving my Complaint, indicating that it is being investigated.

4.3. I will receive regular written updates on the progress of the investigation of my complaint, with intervals of no longer than 15 Business Working days.

4.4. A Final Response, along with the supporting reasoning, will be provided to me as soon as possible, or within six weeks from the receipt of the complaint.

4.5. If Traze (Pty) Ltd is unable to resolve the Complaint within six weeks of receipt of a complaint, I may:

4.5.1. Refer the complaint to the Office of the FAIS Ombud if I wish to pursue the matter; and

4.5.2. I must do so within six months of receipt of such notification.

4.5.3. I will be provided contact details of the relevant Ombudsman by Traze (Pty) Ltd.

4.6. Traze (Pty) Ltd will handle and address my Complaint based on the facts and circumstances surrounding its occurrence.

4.7. I give my consent and authorize Traze (Pty) Ltd to store and process my personal information solely for the purpose of investigating the Complaint submitted with this form.

4.8. I confirm that all the information disclosed above is complete, true, and accurate. I agree to promptly notify the Company of any changes to this information or if the provided information ceases to be accurate.

Full Name of Complainant: _____

Email of Complainant: _____ **Date:** _____

Complainants Signature: _____

FOR INTERNAL USER ONLY

Received from [Name of Complainant]: _____

Date of receipt of complete Complaint Form: _____

Confirmation of Trading Account No. _____

Final Response to be sent by: _____