CLIENT COMPLAINT POLICY

Clients wishing to make a complaint should do so immediately by following the procedure described in the "Complaints Handling Policy & Procedure" outlined herein.

Upon receipt of a complaint, OneRoyal shall send an initial response to the client within five (5) business days, confirming receipt of the complaint. Clients are required to submit complaints via email at **compliance@oneroyal.com.vu**

A valid client complaint must include the following information:

- Full name of the client
- Client's trading account number
- Affected transaction numbers, if applicable
- Date and time the issue arose
- A detailed description of the issue

Royal CM LIMITED reserves the right to dismiss any complaint that does not comply with the above requirements. During the investigation, **Royal CM LIMITED** may suspend the client's trading account until the issue is resolved.

Royal CM LIMITED will investigate the complaint and respond within two (2) months with the outcome or decision. If a response cannot be provided within two (2) months, **Royal CM LIMITED** will inform the client of the reason for the delay and provide an estimated timeframe for resolution.

In the event of a dispute related to a transaction or communication, **Royal CM LIMITED** may, at its sole discretion and without prior notice, close the disputed transaction(s) to limit potential losses. This action does not affect **Royal CM LIMITED'** s right to argue whether the transaction was valid or ever executed. Reasonable efforts will be made to notify the client after such action has been taken.

Royal CM LIMITED reserves the exclusive right to determine the method of indemnification in response to a complaint.

Complaints related to matters not covered in this Policy will be resolved in accordance with common market practices and at the sole discretion of **Royal CM LIMITED**.