

Capital Index (Global) Limited

Complaints Procedure Summary

To ensure we are treating customers fairly, Capital Index (Global) Limited have established this complaints procedure for handling any complaints or queries you may have. To ensure our compliance under their regulation we have established this complaints procedure for handling any complaints or queries you may have.

If you have a query or you are dissatisfied with the service you have received from us, your first point of contact should be our Client Services team via email complaints@capitalindexgroup.com.

In order for us to investigate your case efficiently and as quickly as possible, we need as much information as possible, including your name and client reference number; a clear description of the issue; details of your request(s); and any additional relevant documentation, such as emails or screenshots.

Our Client Services team will endeavour to resolve your concern as quickly as possible. If you are happy with their proposed resolution of your case, we will regard your complaint as resolved and will provide you with Summary Resolution Communication (**SCR**) by the third business day following the receipt of your complaint. The SCR will include the outcome of your complaint and will inform you of your right to escalate your complaint to the Securities Commission of The Bahamas.

If you are unhappy with the Client Service team's proposed resolution, all of the details relating to your complaint will be referred to our Compliance department by the fourth business day following receipt of your complaint. The Compliance department will:

- Promptly send a written acknowledgement to you via email
- Investigate your dispute competently, diligently and impartially
- Keep you informed of the progression of its investigation of your complaint
- Send a 'final response' within fourteen (14) days after the complaint was received with its findings and conclusions. The final response will confirm whether the complaint was upheld and whether or not any redress or remedial actions are proposed, or;
- In the unlikely event that Compliance is unable to issue a 'Final Response' within 14 days of the date of the complaint, they will issue a 'Holding Response', indicating that investigations into the case are ongoing and a Final Response will be issued within 8 weeks

If you have not received a final response within fourteen (14) days or, in the case of a holding response, eight (8) weeks of making your complaint, or (b) you are not satisfied with the final response letter, you have the right to refer your complaint to the Securities Commission of The Bahamas, free of charge.

Further details will be provided in the Compliance department's final response.

[The Securities Commission of The Bahamas](#)

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