



Complaint Policy

More Than Trading

PU Prime

PU Prime is committed to providing high standards of service to all our clients. However, we recognize that from time to time, clients may feel dissatisfied with our services. This policy outlines our process for handling client complaints and provides guidance on how a complaint can be escalated to the Financial Commission if not satisfactorily resolved.

1. Filing a Complaint with PU Prime

1.1 If you wish to submit a complaint, you should do so in writing by contacting our support team at trading@puprime.com. To help us address the matter effectively, please include:

- (a) your full name,
- (b) contact information,
- (c) a description of your complaint (including relevant dates and parties involved), and
- (d) any supporting documents.

1.2 Upon receipt of your complaint, we will:

- (a) Acknowledge your complaint in writing within 48 hours;
- (b) Review the matter thoroughly and aim to provide a formal response within 21 calendar days;
- (c) Notify you if more time is required to complete the investigation and provide an estimated resolution timeline;
- (d) Communicate the final outcome, including a clear explanation of our decision and any proposed remedy.

2. Escalation to the Financial Commission

If you are not satisfied with our final response, or if you have not received a response within 15 business days from the date we acknowledged your

complaint, you may escalate the matter to the Financial Commission, an independent external dispute resolution body.

2.1 Conditions for Escalation

You may refer your complaint to the Financial Commission within 45 calendar days of the date of the underlying incident, provided that you have first submitted your complaint to us and have either received our final decision or have waited the applicable response period.

2.2 Escalation Process at the Financial Commission

- (a) The Financial Commission will acknowledge receipt of your complaint within 5 business days.
- (b) The Internal Dispute Resolution (IDR) team of the Commission will review the case and provide an initial response within 14 business days.
- (c) During the investigation phase, the Dispute Resolution Committee (DRC) will contact both you and PU Prime to request any supporting documentation and to assess whether a resolution can be reached.
- (d) If no mutual resolution is reached, the DRC will issue a decision.
- (e) Any decision rendered by the DRC is binding on PU Prime. The decision is binding on the client only if the client formally accepts it.
- (f) If you accept the decision, you must confirm your acceptance within 14 days of receiving the DRC's decision.
- (g) Upon acceptance, PU Prime will implement the awarded settlement within 28 days.
- (h) If the decision is in our favour, you will be required to provide a release within 7 days, after which the complaint will be considered closed.

For more information about the Financial Commission or to submit a complaint, please visit: <https://financialcommission.org>.