



DB Invest Ltd

COMPLAINTS HANDLING POLICY

DB Investing is a trademark of DB Investing Ltd. Our website, www.dbinvesting.com, is operated by DB Investing Ltd, which is authorized and regulated by the appropriate authorities. This privacy policy outlines how DB Investing Ltd ("the Company," "we," or "us") and its Affiliate Members (jointly referred to as "the Companies") handle the personal information of clients, potential clients, and visitors to our website. The Companies act as data controllers in compliance with relevant data protection legislation.

Introduction:

DB Investing values its clients and strives to provide the highest level of service. However, if clients are dissatisfied with any aspect of our service, this Complaints Handling Policy outlines the procedure for lodging and resolving complaints

· SAFELY AND REGULATED ·

Purpose:

This policy ensures that all client complaints are handled fairly, promptly, and transparently, in compliance with applicable regulations.

Scope:

This policy applies to all complaints received from clients, whether they are made in writing, verbally, or electronically.

How to Lodge a Complaint:

Clients can lodge complaints via the following channels:

- Email: Send complaints to complaint@dbinvesting.com.
- Phone: Call us at [+971 4426 8730](tel:+97144268730).
- Website: Submit a complaint through our online form at www.dbinvesting.com/contact.

Acknowledgement:

Once a complaint is received, DB Investing will acknowledge receipt within 5 business days. This acknowledgement will include:

- A reference number for the complaint.
- The name and contact details of the person handling the complaint



Investigation:

Our Compliance Department will investigate the complaint thoroughly, gathering all relevant information and documentation. The investigation aims to resolve the issue within 14 business days.

Resolution:

After the investigation, DB Investing will provide a final response to the client, explaining the outcome of the complaint and any actions taken. This response will be sent within 8 weeks from the date the complaint was received. If the investigation takes longer, the client will be informed of the delay and provided with an updated timeline.

Escalation:

If the client is not satisfied with the final response, they may escalate the complaint to a relevant regulatory body or ombudsman. Information on how to escalate complaints will be provided in our final response.

Record-Keeping:

All complaints and their resolutions will be documented and retained for a minimum of five years. These records will be reviewed periodically to improve our service and complaint-handling process.

Review and Monitoring:

DB Investing will regularly monitor the complaints handling process and review this policy to ensure that it remains effective and compliant with regulatory requirements.

