



## **Capital Crest Ltd. - CLIENT COMPLAINTS PROCEDURE**

We, Capital Crest Ltd. (referred to herein as the “Company”), have established this Complaints Procedure to ensure a fair and expeditious process for addressing complaints that may arise in our business relationship.

### **1. Submitting Your Complaint**

To file a complaint with the Company, please direct your complaint to [complaints@mirrox.com](mailto:complaints@mirrox.com)

Upon receipt of your complaint, the Company will initiate an investigation.

### **2. Acknowledging Your Complaint**

We will acknowledge receipt of your complaint within five (5) business days from when it is received.

### **3. Handling Your Complaint**

Upon acknowledgment of your complaint, we will carefully review and investigate the matter to seek a timely resolution. Our aim is to conclude the investigation and provide you with the outcome within six (6) weeks from the date of submission. Throughout the investigation, we will keep you informed of our progress and may contact you directly (via email or phone) for additional clarifications or information. Your cooperation is crucial to expedite the investigation and potential resolution of your complaint.

If further investigation is necessary and we cannot resolve the matter within six (6) weeks, we will contact you again to explain the delay and provide an estimated completion timeframe. Nonetheless, we commit to informing you of the outcome within one (1) month from the notification of the delay's cause, considering the case's complexity and your cooperation.

Please note that if you fail to respond to our inquiries within six (6) weeks from the complaint submission date, we will consider your complaint closed and cease further investigation.

### **4. Final Decision**

Once a resolution is reached, we will inform you of the outcome, including our position and any applicable remedy measures. It is understood that your right to pursue legal action remains unaffected by the use of this complaints procedure.