

COMPLAINTS HANDLING AND APPEALS PROCEDURES

RAISING A COMPLAINT TO OUSOUL

If you wish to raise a complaint to Ousoul in relation to the services we offer, you can raise your complaints through our Platform [here](#).

HANDLING COMPLAINTS

Ousoul will acknowledge the receipt of your complaints in writing via email within seven (7) calendar days. The acknowledgement email will be coming from support@ousoul.com, and will include the details as follows:

1. the complaint's unique reference number to be used in all future contact;
2. the contact details of the person who will be responsible for handling the complaint;
3. the timelines in which Ousoul will update you on the progress of handling the complaint (we aim to resolve complaints promptly and in any event within 60 days of receipt, and we will update you on progress if the matter has not been resolved within 30 days of receipt);
4. that the Complainant will be advised in writing of the resolution of the complaint and with clear terms of redress, if applicable.

If you are not satisfied with our response, you can raise an appeal to us or refer your complaint to our regulator, the Financial Services Regulatory Authority (FSRA) at fsra.complaints@adgm.com or through the ADGM website at <https://www.adgm.com/operating-in-adgm/additional-obligations-of-financial-services-entities/enforcement/complaints/submit-a-complaint>.

RAISING AN APPEAL TO OUSOUL

If you do not feel that your complaint has been resolved satisfactorily and wish to file an appeal to Ousoul, please visit the following link and raise your appeal through our Platform [here](#) or directly send an email to ext_compliance@ousoul.com.

The appeal shall include:

- i. the decision that is appealed;
- ii. a full description of the countervailing argument that weighs against the decision that is being appealed; and
- iii. citations to the sources that support the argument of the appeal and a conclusion that states the result you desire.

In the event that you are not satisfied with our final response following the appeal, you can refer your complaint to our regulator, the Financial Services Regulatory Authority (FSRA) at fsra.complaints@adgm.com or through the ADGM website at [here](#).