

Equiti Group Limited (Jordan)
Complaints Handling Procedure
Effective as of May 2024

1. Equiti strives to provide the highest level of services to its clients. However, in the event of any unforeseen circumstances that render our services unsatisfactory to you, Equiti maintains a complaint handling policy to ensure dealing with any complaints appropriately, clearly, and effectively.
2. You may use any of the following options to file a complaint regarding any of the services provided by Equiti:
 - Sending an email from your registered email to the customer support team at: support@equiti.com
 - By calling our customer service department listed on the company's website.
 - Personal attendance at the company.
 - Complaint boxes located in the company's offices.
3. We will send you an acknowledgment of receipt of the complaint within 3 days, and we will endeavour to respond to the complaint within 15 days from the date of submission of the complaint, or 30 days from the date of receipt of the complaint if the nature of the complaint requires that.
4. If our support team is unable to resolve your complaint, or if you remain dissatisfied with the resolution we provide, you may refer your complaint to our compliance department via email: compliancejo@equiti.com
5. When referring your complaint to the compliance department, please provide all relevant information and any supporting evidence that you believe may assist the compliance team in resolving your complaint promptly.
6. Upon receipt of your complaint, a team of specialists will investigate and assess your complaint seriously, fairly, and promptly. We may also write to you if we need further information.
7. We will send an acknowledgment of receipt for the complaint within (3) days, and we will endeavor to respond to the complaint within (30) days from the date of submission of the complaint to the compliance department.
8. If we are unable to issue a final response to your complaint within (30) days of submission, we will communicate with you in writing via your registered email address with us regarding the expected date for issuing the final response.
9. We will respond to your complaint within the above-mentioned periods after processing it and will include the response with the details of the final decision.
10. If you are still not satisfied with the final resolution provided by our compliance department, you have the right to refer your complaint to the regulatory authority (Jordan Securities Commission) for further review of the complaint through: <https://jordan.gov.jo/wps/portal/Home/CMU>