



QUALINVEST CAPITAL LIMITED

(Member of Nigerian Stock Exchange) **RC 259260**

COMPLAINT MANAGEMENT PROCEDURE

The following are the procedures to be followed by clients who wish to lodge complaints about our services or the staff of the company.

- a. The company's standard process is resolving complaints received from clients in timely, effective, fair and consistent manner, hence complaints can be reported via any of the following channels:
 - Verbally: Complaints can be reported verbally in person or through telephone or through any member of staff or individual acting on behalf of QCAP as well as through our registered office at 51, Ademola Street, Off Awolowo Road, Ikoyi, Lagos.
 - Via Email: Complaints can be reported via email through our dedicated email address (complaints@qualinvestcapital.com)
 - Letters: Complaints can be reported via letters and addressed to The MD/CEO, Qualinvest Capital Limited.
 - Social Media: Complaints can be reported through any of Qualinvest Capital social media platforms e.g. Twitter, Facebook, Instagram or LinkedIn.
 - We allow for anonymous complaints and whistle blowing, extra care is however taken in validating the complaint to forestall unnecessary witch-hunting.
- b. The chief compliance officer is responsible for handling complaints against the company.
- c. Complaints via mail or phone call will be acknowledged within two working days by the company while complaints through post or delivered to our physical office will be acknowledged within 5 working days of receipt.
- d. Complainants are expected to write their contact details in their complaints, most importantly their active phone number(s) and email addresses where applicable;
- e. The complainant shall provide accurate and complete information and where possible provide supporting documents to aid the resolution process.
- f. Resolution of the complaints will be communicated to the client within 10 working days.
- g. The compliance officer would call to confirm if the complainants are satisfied with the resolution to enable the company close the files. But for cases where the clients are not satisfied, such could be referred to SEC, NSE or other relevant body responsible for complaints resolution.

In conclusion, we desire more than anything else to serve you seamlessly and without complaints. However, where we have fallen short, we value your feedback as this will enhance our service delivery to you at all times. We therefore enjoy you to feel free to bring to our notice any unsatisfactory experience.