



Client Complaints Handling Policy

Connect Financials LLC (Comoros)

January 2025

Company Legal Information

Company Name:	Connect Financials LLC
Company Registered No.:	HY00523008
Company License No.:	T2023300
Registered Office:	Bonovo Road – Fomboni, Island of Mohéli – Comoros Union
Physical Office:	Taki Sofokleous 23A, 2049 Strovolos, Nicosia, Cyprus
Contact:	+357 2225 0435 complaints@connectfinancials.com
Website:	www.connectfinancials.com

1. Purpose of the Policy This policy ensures that Connect Financials LLC maintains a transparent, fair, and effective process for handling client complaints in line with Comoros International Services Authority (ISA) regulations and best practices.

2. Policy Statement

All complaints are handled promptly, fairly, and with confidentiality. The Company ensures every complaint is reviewed objectively, acknowledged, and resolved within reasonable timeframes by the Compliance Department.

3. Definition of a Complaint

A complaint is any expression of dissatisfaction by a client related to the Company’s services, staff conduct, or products, whether communicated verbally or in writing, where a response or resolution is expected.

4. How to Submit a Complaint

Clients may file complaints via email at complaints@connectfinancials.com, by phone at +357 2225 0435, or by mail to the Compliance Department, Connect Financials LLC, Bonovo Road – Fomboni Island of Mohéli – Comoros Union. Clients should include their full name, account number, issue details, and supporting evidence.

5. Acknowledgment and Processing Timeline

Complaints are acknowledged within two business days. An investigation is conducted within ten business days, and a final response is provided within twenty-one business days. Clients are notified of any delays.

6. Investigation and Resolution

The Compliance Department reviews all records and communications. Corrective action is taken as needed, including clarifications, adjustments, or process improvements to prevent recurrence.

7. Escalation Procedure

If dissatisfied with the resolution, clients may escalate their complaint to senior management or contact the Comoros International Services Authority (ISA) at Fomboni – Island of Mohéli –

Comoros Union.

8. Record-Keeping

All complaint records, correspondence, and resolutions are maintained for a minimum of five years and may be reviewed by regulatory authorities upon request.

9. Confidentiality and Data Protection

Client information and complaint details are kept strictly confidential and shared only with authorized staff and regulators as required by Comoros law.

10. Review and Continuous Improvement

The Complaints Policy is reviewed annually by the Compliance Department to ensure ongoing effectiveness, transparency, and regulatory alignment.

11. Contact Information

Connect Financials LLC | Bonovo Road – Fomboni Island of Mohéli – Comoros Union | Taki Sofokleous 23A, 2049 Strovolos, Nicosia, Cyprus | Tel: +357 2225 0435 | Email: complaints@connectfinancials.com | Website: www.connectfinancials.com

12. Legal Notice

© 2025 Connect Financials LLC – All Rights Reserved. Licensed by the International Services Authority, Comoros (License No. T2023300). Company Registration No.: HY00523008.