



Complaints Policy

V1.1

iQuoto International Limited is a Company registered in Saint Vincent and the Grenadines as an International Business Company with registration number 25708 BC 2019. The registered Office of the Company is Suite 305, Griffith Corporate Center, Beachmont, P.O. Box 1510, Kingstown, Saint Vincent and the Grenadines. iQuoto Global is a trading name of iQuoto International Limited.

iQuoto International Limited is committed to providing excellent service to our clients. We view our client's comments, suggestions and concerns with utmost importance.

The Firm has published Complaints Procedures that include contact details of the Complaints department that are made available to clients on request and then the Firm is acknowledging a complaint.

The Complaints Officer
iQuoto International Limited
Suite 305
Griffith Corporate Centre
Beachmont
PO Box 1510
Kingstown
St Vincent and Grenadines

Or by email to: **compliance@iquoto.global**

Your complaint will be handled promptly, effectively and impartially reviewed to determine if we have acted fairly, within our rights, and have met our contractual obligations.

We will acknowledge your complaint promptly and will send the complainant a written acknowledgement providing confirmation that it has received the complaint and is dealing with it.

The Firm will ensure that the Complainant is kept informed of the progress of the measures being taken for resolution of the complaint. The Firm will write to Complainants after four weeks if it has not reached a decision and will issue a final written response within eight weeks of receiving the complaint and inform the complainant of their options for onward referral to the relevant authorities.

We will assess fairly, consistently and promptly:

- The subject matter of the complaint
- Whether the complaint should be upheld or declined
- What remedial action or redress should be appropriate
- Whether another party may be solely or jointly responsible for the matter alleged in the complaint.

Factors that may be relevant in the assessment of a complaint include the following:

- All the evidence available and the particular circumstances of the complaint
- Any similarities with other complaints received
- Relevance guidance published by the relevant authorities.

The Firm will promptly comply with any offer of remedial action or redress accepted by the complainant.

The Firm will consider a complaint closed once it has issued a final response.

If for any reason you are unsatisfied with how your complaint has been handled or feel it remains unresolved, you can refer your complaint to the relevant authorities.

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