COMPLIANT FILING PROCESS

Here is the client complaint process for Wisuno Capital Limited as outlined in the document:

1. **Filing a Complaint**
   - Clients experiencing issues, particularly related to compliance, can file a complaint by contacting us at complaint@wisunomu.com.
   - Clients should provide detailed information, including account number, trade details, dates, and any supporting documents.

2. **Acknowledgement of the Complaint**
   - The company acknowledges receipt of the complaint within 1-2 **business** days.
   - A case number is assigned to the complaint for tracking purposes.

3. **Initial Review and Investigation**
   - The complaints handling team conducts a preliminary review to verify the facts and determine if the complaint relates to compliance or regulatory issues.
   - Additional information may be requested from the client if needed.

4. **Investigation of Compliance Issues**
   - For compliance-related issues, the complaints handling team shall relay the information to the compliance team for investigation for potential violations of laws, regulations, or internal policies.
   - The company cooperates with regulatory authorities if necessary.

5. **Response to the Complaint**
   - Upon completion of the investigation, a formal response is provided to the client, detailing the outcome and any corrective actions taken by the complaints handling team.

6. **Escalation to Regulatory Authorities (if unresolved)**
   - If the client is dissatisfied with the resolution, they may escalate the issue to regulatory bodies or financial ombudsmen.
   - The case reference number and relevant documentation should be provided when contacting external authorities.

7. **Continuous Monitoring and Reporting**
   - The company tracks and monitors the status of all complaints to ensure timely resolution.
   - Significant compliance-related complaints are reported to regulatory authorities as required.

For more information, clients can contact us at https://wisunomu.com/ContactUs/

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