

StayOnlineFX Complaint Handling Procedure

Stay Online Limited (hereinafter the "Company") is a Kenyan Firm that owns and operates the brand "StayOnlineFX" (www.stayonlinefx.tech) **Stay Online Limited** is registered in Kenya with company number PVT-RXU2G2KB and is working in partnership with CP Investment Managers Ltd. a Rwandese Firm authorized and regulated by the Capital Market Authority ("CMA") with license number AM/005/CMA/2018 to carry out certain categories of financial activities as permitted under relevant legislation. The Company's registered office is located at Steward House, Off Ngong Road, Langata District, P.O BOX 13338, Nairobi, Kenya. Please refer to the website of the Company for more information.

The Company aims to provide superior services to all of its clients, including the handling and resolving of complaints from the Clients.

Complaints handling

The Company's Complaints Management Function is responsible for the complaints handling.

Definition

The Company classifies a complaint as any objection and/or dissatisfaction that the Client may have with regards to the provision of the services provided by the Company.

A Complainant is defined as any person, natural or legal, who has read, agreed with and accepted all the Terms and Conditions of the Company which are contained in the Client Agreement and without modifications, has opened a trading account with the Company and has submitted a Complaint by filling the complaint form. A complaint form is enclosed at the end of this policy.

Procedure

The Client before submitting an official complaint, it is advisable that you first contact our Customer Support Department via email at info@stayonline.rw, telephone or any other method of communication made available by the Company, as the vast majority of issues can be resolved at this level. Our Customer Support Department will try to resolve the issue immediately.

If you are not satisfied with the response and explanation given by our Customer Support Department and you wish to file an official complaint, you may complete the official Complaint Form enclosed and submit it electronically to info@stayonline.rw. The Company will not accept any complaint via other means or channels.

The Company shall acknowledge receipt of your complaint within seven (7) business days from the receipt of your complaint. Once we acknowledge receipt of your complaint, we will review it carefully, investigate the circumstances surrounding your complaint and will try to resolve it without undue delay.

The investigation of the Complaint is subject to the provision of the correct information by

the Complainant. All of the information requested in the online complaint form must be provided (along with any other information requested by the Company) in order to enable the investigation of the complaint.

The Company shall thoroughly examine any Complaints as required (taking into account any information contained within the books and records of the Company, including but not limited to the client's trading account journal) to reach a fair outcome.

The outcome of the investigation shall be communicated to the Complainant within two (2) months from the date of receipt of the Complaint.

If we are not able to give you a final reply within the above-mentioned period, you will be issued a holding response (in writing or other durable medium) where you will be informed of the reason(s) for the delay and the period of time necessary to complete the investigation. This period of time shall not exceed four (4) months from the submission of the Complaint.

During the investigation process will keep you updated of the handling progress of your complaint. One of our representatives may contact you directly (including communication by email or phone) in order to obtain further clarifications and information relating to your complaint. We will require your full cooperation in order to expedite the investigation and the possible resolution of your complaint.

If the Company's final decision on the Complaint does not fully satisfy the complainant's demands, the Company shall notify in writing the complainant using a thorough explanation of its position on the Complaint and set out the complainant's option to maintain the Complaint.

In case you are not fully satisfied with the Company's final decision, you may be entitled to raise your Complaint with the Capital Market authority (CMA). You should note that the CMA will not attend to your complaint, unless it is satisfied that the issue has been brought to the Company's attention first. The contact details for the Capital Market authority (CMA) are set out below:

The contact details for the Capital Market authority (CMA) in Rwanda are set out below:

Address: 5th Floor,
RSSB Building Tower 2 (Peage) KN3 RD, African
Union Boulevard, PO Box 6136, Rwanda
Phone: +250 252 500 335
Email: Email: info@cma.rw
Website: <https://www.cma.rw/>

[The complaint form can be found below]

