

Complaints Notice

BestWing Global

Last Updated: January 2025

1. Purpose

This Complaints Notice explains how clients of BestWing Global (“BWG”, “we”, or “our”) can lodge a complaint and how we handle, investigate, and resolve such matters.

BWG is committed to treating all client concerns **fairly, efficiently, and transparently** in accordance with our internal procedures and applicable regulations under the **FCA, ASIC, and FSCA** frameworks.

2. Commitment to Clients

We recognise the importance of maintaining trust and accountability.

Our complaints-handling framework ensures that:

- All client complaints are acknowledged promptly.
- Each matter is reviewed impartially and investigated by qualified personnel.
- Clients are kept informed throughout the resolution process.
- Outcomes are communicated clearly, with reasons provided for all decisions.

3. How to Lodge a Complaint

Clients can submit a complaint through any of the following channels:

- **Email:** support@bestwingglobal.com
- **Online Form:** Available on <https://bestwingglobal.com/contact>
- **Postal Mail:** BestWing Global — Client Relations Department

To help us investigate efficiently, please include:

- Your full name and account number.
- A detailed description of your complaint.
- Any supporting documentation or correspondence.

All complaints are acknowledged **within two (2) business days** of receipt.

4. Complaint Handling Process

1. **Acknowledgment:** Your complaint is logged and assigned to a case officer.
2. **Investigation:** The matter is investigated by a compliance representative independent of the issue raised.
3. **Response:** A formal written response will be issued within **30 calendar days**, outlining the findings and resolution.
4. **Escalation:** If you are not satisfied with the outcome, you may request an internal review by the Compliance Manager or escalate to the relevant external dispute resolution authority (see Section 5).

5. External Dispute Resolution

If you remain dissatisfied after receiving BWG's final response, you may refer the complaint to an external authority:

- **United Kingdom (FCA):** Financial Ombudsman Service (FOS)
- **Australia (ASIC):** Australian Financial Complaints Authority (AFCA)
- **South Africa (FSCA):** Ombud for Financial Services Providers (FAIS Ombud)

Contact details for these bodies are available on their official websites.

6. Record Keeping and Reporting

BWG maintains records of all complaints received, investigated, and resolved for a minimum of **seven (7) years**. These records are reviewed periodically to identify patterns and implement service improvements.

7. Review and Updates

This Complaint Notice is reviewed annually to ensure ongoing compliance with applicable laws and best-practice standards. Updates will be published with a revised "Last Updated" date.