



Complaints Handling Procedure

Caps Solutions Ltd (the “Company”) maintains an internal complaint process which aims in effective resolution of any matters that may arise with clients during the business relationship with us.

Submitting a Complaint

In case of any dissatisfaction with the services as provided by the Company, you are welcome to liaise with a member of our support team by sending your inquiry to management@primefin.com.

However, if the matter has not been discussed to your satisfaction and you wish to proceed with the complaint you are advised to complete and submit the online complaints form and submit it with the Company via the dedicated email complaints@primefin.com. Alternatively, you may submit your complaint via the form through the section Contact Us, subsection Submit a Complaint on the Company’s website.

The Company clarifies that it may not recognize any of your complaints or inquiries submitted via any other means/channels. For any further information, please contact us using the contact form on the Company’s website.

Company’s Responsibilities

Upon receipt of the complaint the Company will immediately provide you with an acknowledgement of the receipt via email.

In order to ensure that your request is processed as efficiently as possible, please accompany your complaint with any documents supporting your allegations (i.e., emails, chats, statements etc.) as soon as possible.

Handling the 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 and within the bounds of our mandate. One of our officers 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 possible resolution of your complaint.



The final response will be sent to you within a reasonable timeframe, providing you with the outcome/decision of the investigation.