

aurra

Complaint Handling Procedure Policy

v1.0 November 2025



1. Introduction

- 1.1. Aurra Markets International Limited is authorised and regulated as a Saint Lucia International Business Company (referred to as “**Aurra**” or the “**Company**”) with the registration number 2025-00208 and is committed to conducting all business with every individual or entity (referred to as “**Client**”) in accordance with the highest standards of honesty, fairness, and fiduciary responsibility. The Company places each Client’s best interests at the forefront of every interaction, usage, and business decision.
- 1.2. This policy details the process undertaken to address complaints received from the Client.
- 1.3. The Company is obligated to address every complaint received from the Clients with accordance to the clauses outlined within this policy.

2. Definitions

- 2.1. The Company will investigate a complaint, dispute or differences in between the Company and the Client in accordance with the following description:
 - 2.1.1. Perceived injustice that arises from misconduct or incompetence pertaining to the service set forth in between both parties.
 - 2.1.2. Dissatisfaction with the delivery of service set forth in between both parties.
 - 2.1.3. Dissatisfaction with the handling of enquiries or feedback delivered.

3. Complaint Submission

- 3.1. The Client will be required to submit a complaint with the relevant information via the Company’s email address: support@aurra.markets.
- 3.2. Upon receipt of the complaint, the Company’s Compliance Officer will investigate all the information and evidence submitted in accordance with the clauses outlined within this policy.
- 3.3. To ensure the Client’s complaint is addressed efficiently, it is vital to provide the following details within the complaint wherever necessary:
 - 3.3.1. Name

3.3.2. Trading Account Number

3.3.3. Date of occurrence

3.3.4. Summary of the Complaint

3.3.5. Disputed amount and currency

3.3.6. Documentation or relevant information with regards to the complaint

3.4. Following the receipt of the complaint, a written acknowledgement by the Company will be delivered within three (3) business days. Along with the acknowledgement is the unique complaint reference number that will be used as future references.

4. Complaint Resolution

4.1. Pertaining to clause 3.4, the Company is committed to investigate and address the Client's complaint within fifteen (15) business days after a written acknowledgement has been delivered by the Company to the Client.

4.2. Upon conclusion of investigation, the Company will deliver a full written account of the investigation and proposed resolution, if applicable.

4.3. Pertaining to the timeline outlined in clause 3.4 and 4.1, the Company will not guarantee the fulfilment of each clause per mentioned period due to the complexity of the complaint. This scenario encompasses the time required for additional information or acknowledgement from the Client.

5. Record Keeping

5.1. The Client acknowledges that the Company shall maintain all records of all submitted complaints, alongside with its relevant information outlined in clause 3.3.

6. Amendments

6.1. All clauses within this policy are subject to periodic updates and the Client is deemed to acknowledge any modifications to this policy after the updated copy is made available to the public at any medium.

6.2. Should inconsistency arise between different language version of all policy, terms and conditions or agreements, the English version shall supersede and prevail.

7. Enquiries

7.1. For enquiries with regards to this document, the Client may contact the Company by emailing dedicated customer support at support@aurra.markets.