

Complaints Handling Policy

Nuvega Limited



Nuvega Limited (hereinafter, the “Company”), have adopted this Complaints Procedure to ensure a fair and quick process for handling complaints that may arise from our Clients.

Nuvega Limited (“the Company”) is a Seychelles Investment Firm authorized and regulated by the Seychelles Financial Services Authority, with license number SD075.

Submitting your Complaint

You may submit your complaint in writing and address it to the Compliance Function of the Company who is authorized to handle and investigate complaints that may be submitted to them from our Clients.

You are encouraged to use the Complaints Form attached herein and submit it at the following:

Email address: support@nuvegacapital.com

Postal address: Suite 3, Global Village Jivan`s Complex, Mont Fleuri, Mahe, Seychelles

Acknowledging your Complaint

The Company will provide you with the written acknowledgment within seven (7) business days from the date of received complaint.

Handling 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.

We shall make every effort to investigate your complaint and provide you with the outcome of our investigation within thirty (30) business days from the date you have submitted your complaint to us.

In case when the Company is still not in a position to resolve the issue then the Company will notify you in writing stating the reasons for the delay and indicate an estimated time to resolve the issue.

Please note that the Company shall consider your complaint as closed and cease the relevant investigation in case you fail to respond to our officers within the period of three (3) months from the date of the submission of your complaint.

Final Decision

When we reach an outcome, we will inform you of it together with an explanation of our position and any remedial measures we intend to take (if applicable).

In the case where the complainant is still not satisfied with the Company's final response, then the complainant can refer his complaint with a copy of the Company's final response to the Financial Services Authority (FSA) in Seychelles for further examination.

The contact details for the Financial Services Authority (FSA) in Seychelles are as follow:

Address: PO Box 99, 1 Bois de Rose Avenue, Roche Caiman Victoria, Mahe, Republic of Seychelles

Phone: (+248) 438 08 00

Fax: (+248) 438 08 88

Email: complaints@fsaseychelles.sc

Website: <http://fsaseychelles.sc/index.php/contact-us>

Records Keeping

The Client should provide all relevant documentation as well as any additional information requested by the Company to ensure all records are collected and the complaint is properly resolved on time.

All records will be kept safe as per local requirements and for a period of seven (7) years.

[\[The Complaint Form\]](#)