

# Complaint Handling Policy

*How to submit a complaint, our timelines for handling it, and how to escalate to Labuan FSA.*

Version 1.0 · Effective 26 May 2026

## 1. Issuing Entity

This document is issued by Infinity Union Markets Ltd. (Company Registration No. LL18105), holder of Money Broker License No. MB25/0135 issued by the Labuan Financial Services Authority ("Labuan FSA") under the Labuan Financial Services and Securities Act 2010 (LFSSA), Part VI – Money Broking.

Registered office: Unit Level 12F(1), Main Office Tower, Jalan Merdeka, Financial Park Labuan, 87000 Federal Territory of Labuan, Malaysia

Operating office: Office Suite 1359, Level 13(C), Block 4, Financial Park Complex Labuan, Jalan Merdeka, 87000 Labuan, Federal Territory of Labuan, Malaysia

Contact: info@iuxmarkets.com

## 2. Our Commitment

We take all client complaints seriously and aim to resolve them fairly, transparently and as quickly as possible. We do not charge any fees or impose any other charges in connection with the submission or handling of a complaint.

## 3. How to Submit a Complaint

You may submit a complaint via any of the following channels:

- Email: info@iuxmarkets.com
- Post: Office Suite 1359, Level 13(C), Block 4, Financial Park Complex Labuan, Jalan Merdeka, 87000 Labuan, Federal Territory of Labuan, Malaysia, marked for the attention of the Compliance Department
- In your complaint, please include: your full name and account number, contact details, a clear description of the issue, the date(s) on which the issue occurred, and any supporting documents.

## 4. Acknowledgement and Reference Number

We will acknowledge receipt of your complaint in writing within seven (7) calendar days of submission and assign a unique reference number for tracking.

## 5. Investigation and Resolution Timeline

We aim to provide a substantive written response within four (4) weeks of receiving the complaint. Where the complexity of the matter requires additional time, we will inform you in writing and provide a final response no later than eight (8) weeks from receipt.

## 6. Escalation to Labuan FSA

If you are not satisfied with our final response, or if eight (8) weeks have elapsed without a final response, you may escalate the matter to the Labuan FSA:

- Name: Labuan FSA – Supervision and Enforcement Department
- Address: Level 17, Main Office Tower, Financial Park Complex, Jalan Merdeka, 87000 Labuan F.T., Malaysia
- Email: sed@labuanfsa.gov.my
- Telephone: +603 8873 2000

## 7. Records

We maintain a register of all complaints received, the response provided and any remedial action taken, for at least six (6) years.