



CENTRINO CAPITAL LTD COMPLAINTS HANDLING POLICY

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The services provided on www.centrinocapital.com are provided by Centrino Capital Ltd., a company incorporated under the laws of Saint Lucia, with license number 2025-00708, regulated by the Financial Services Regulatory Authority (FSRA) Saint Lucia as a trading broker for over-the-counter derivatives contracts and foreign exchange spot markets and trading broker in the international markets.

Over-the-counter margined derivative contracts including contracts for difference and spot foreign exchange are complex instruments. They come with a high risk of losing money rapidly due to leverage. You should understand how these products work, and whether you can afford to incur losses and have the appropriate risk appetite. We recommend you seek professional advice before investing.

Welcome to Complaint Handling Policy

This Complaint Handling Policy describes our approach to managing complaints effectively while ensuring transparency, fairness, and responsiveness.

1. Why this Complaint Handling Policy

We want to make sure that any concerns or complaints you have are handled fairly, clearly, and with care. Our goal is to find solutions that work for you and help us improve how we serve you. Your feedback is important to us, it helps us strengthen our services and maintain high ethical standards in everything we do.

2. What We Mean by a Complaint

A complaint is any message from a client expressing dissatisfaction with our products, services, operations, or any part of how we do business. This could include concerns about how our services perform, the quality of our financial products, how our staff interacts with you, or how we manage our processes.

3. Submission of a Complaint

Clients can submit complaints through email at infodesk@centrinocapital.com

4. When We Receive Your Complaint

Once we get your complaint, our team will carefully look into it to understand what is going on. We will assess how complex the issue is so we can respond quickly and appropriately. Our aim is to make sure we fully understand your concerns before taking the next steps.



5. Investigating a Complaint

Once we receive your complaint, we will carry out an internal review. This means we will gather all the relevant information, speak with the people involved, and carefully analyze the situation. Our goal is to understand the issue and find a fair and appropriate solution for you.

6. Finding a Solution

We aim to resolve your complaint in a fair and reasonable way. We carefully consider the details you have shared, how the issue affects you, and any relevant financial regulations or Company policies. Our goal is to provide a solution that respects your concerns and meets professional standards.

7. Keeping Track of Complaints

We keep a secure and confidential record of every complaint. This includes the details of the issues, the steps we take to investigate it, and the final outcome. All records are managed according to our internal policies and stored safely to protect your privacy.

8. Learning from Feedback

We value your feedback and see complaints as a chance to improve our services. We regularly review complaint trends and how they are resolved so we can identify areas of improvement and quickly fix any recurring issues.

9. If Your Complaints Needs to Be Escalated

If your complaint is complex, we may refer it to our Compliance Department. The Compliance Officer will then take the necessary steps to make sure it is properly reviewed and resolved by our management team.

10. No Time Bound Obligation

While we aim to resolve complaints as quickly as possible, there's no set timeframe for handling them. Each case is different and will be reviewed based on its complexity, the information needed, and the specific situation. What matters most to us is giving your complaint the attention it deserves and providing a thoughtful, well-considered response.

11. Your Privacy Matters

We take your confidentiality seriously. All complaints are handled privately, and only authorized team members will be involved in reviewing and resolving your issue. Your personal information and complaint details are kept secure throughout the process.