



Calida Financial

COMPLAINTS HANDLING POLICY

INTRODUCTION

This Complaints Handling Policy (“Policy”) provides guidelines for resolution and the treatment of complaints made by the Customers of Calida Financial Limited (“Calida” or “Company” or “us”). This Policy has been reviewed, finalized, and formally approved by Calida's management, and it reflects our commitment to maintaining high standards in claims handling.

1. POLICY STATEMENT

At Calida we believe that if the Customer wishes to file a complaint or express dissatisfaction, it should be easy for them to do so. It is Calida’s policy to receive complaints and consider them as an opportunity to learn, adapt, improve and provide better service.

In addition, a quick resolution of complaints, in a way that respects and values the person’s feedback, can be one of the most important factors in recovering the person’s confidence about the product/service offered by the Company. It can also help prevent further escalation of the complaint. A responsive, efficient, effective and fair complaint management system can assist the Company to achieve this.

2. PURPOSE

The purpose of this Policy is to ensure that complaints are handled properly and that all Customer complaints or comments are taken seriously.

Our complaint management process aims to:

- allow us to respond to questions raised by people who file complaints in a timely and cost-effective manner
- increase customer confidence in our administrative processes
- provide information that we can use to improve the quality of our products, services, personnel and compliant handling.

3. WHAT IS A COMPLAINT?

A complaint is any expression of dissatisfaction about the product/service offered by the Calida or its employee or the action or lack of action taken regarding operations, facilities or services provided by Calida or by a person or body acting on behalf of Calida. A complaint must involve an allegation that the complainant has suffered, or may suffer, financial loss, material inconvenience or material distress. It can be filed in oral or written form.

All non-anonymous complaints necessitate a response.

4. HOW TO MAKE A COMPLAINT?

You can file a complaint by briefly setting out all the facts regarding the issue and providing useful information such as date, venue and name of the contact person, the nature of the complaint and copies of any documentation supporting the complaint. You can communicate a complaint via any of the following means: letter/mail, email or telephone, which details can be found below.

By Letter/Mail: **CALIDA FINANCIAL Limited, Centris Business Gateway II, Level 3, Suite D, Triq is-Salib tal-Imriehel, Zone 3, Central Business District, BIRKIRKARA CBD 3020, MALTA**

By Email: complaints@calida.financial

When submitting a claim, please provide:

- Your full name and contact information;

- A clear and detailed description of the claim;
- Any relevant documents or evidence supporting your claim.

We will acknowledge receipt of your claim within two (2) business days. Our acknowledgment will include:

- A reference number for your claim.
- Contact details of the person handling your claim.
- An overview of the claims process

5. COMPLAINT INVESTIGATION

Upon receiving your claim, we will:

- Review all relevant information and documentation.
- Consult with relevant departments or individuals.
- Contact you if additional information or clarification is needed

6. DEADLINES AND FINAL RESPONSE

Once you submit a complaint, Calida shall investigate and resolve same within **15 working days** and provide you with a written response. Written acknowledgment shall take place within 2 working days from receipt of complaint.

If Calida cannot resolve the complaint within 15 working days it shall notify you about the reason of the delay and estimated period and notify you of the possibility to submit a complaint with the **Office of the Arbiter for Financial Services (“OAFS”)**, as set up via Arbiter for Financial Services Act (Chapter 555 of the laws of Malta). You shall also be informed that it is essential for us to take the necessary time to complete the internal Complaints Procedure before referring to the OAFS.

Our final response will include:

- A summary of the claim and the investigation findings.
- Our decision regarding the claim.
- Any corrective actions or remedies provided.
- Information on how to appeal or escalate if you are not satisfied with the resolution

If you are dissatisfied with the outcome of Calida’s internal complaint resolution process, we may offer mediation as an intermediate step before escalating the issue to the Office of the OAFS. Mediation can be an effective method to resolve disputes amicably and efficiently, avoiding more formal procedures. The mediator, an impartial third party experienced in financial disputes, will facilitate discussions between the complainant and Calida to reach a mutually agreeable solution. Both parties must consent to and agree on the mediator's role. If mediation is successful, an agreement will be documented and signed; otherwise, the complainant may proceed to the OAFS.

7. EXTERNAL COMPLAINTS

If you express dissatisfaction with the complaint outcome, you shall have the right to raise it with an external independent body - the **Office of the Arbiter for Financial Services (“OAFS”)**. This is an autonomous and independent body with the power to mediate, investigate, and adjudicate complaints filed by eligible customers against financial services providers licensed by the Malta Financial Services Authority (MFSA).

If a complainant is not satisfied with the outcome of his/her complaint, he/she will have the right to bring his/her complaint to the attention of the above-mentioned body as follows:

By Mail: *Office of the Arbiter for Financial Services*, First Floor, St Calcedonius Square, Floriana FRN1530, Malta.

By Landline: **80072366** (Freephone from Malta only) or **(+356) 21249245**

By Mobile and WhatsApp: **+356 79219961**

You can submit a complaint by fulfilling an online complaint form. The OAFS does not receive complaints by email, however, enquires may be sent to complaint.info@financialarbiter.org.mt.

OAFS will try mediation as the first and best option for resolving the matter. If the mediation has not been successful or has been refused, OAFS will start investigating the complaint. All the circumstances surrounding the complaint will then be examined and the case will be judged on its individual merits. The OAFS is required to proceed with adjudication of a complaint within 90 days from the date when a complaint is submitted, which period may be extended to up to one year when cases are complex.

Decisions reached by the OAFS may be subject to the Court of Appeal (Inferior Jurisdiction) in terms of article 41 (9) of the Code of Organization and Civil Procedure (Chapter 12 of the laws of Malta), by either party to the complaint. When no appeal is made by either party within 20 days from the date when the OAFS notifies the parties of its decision, the decision becomes final and binding on all parties.

8. COMPLAINTS REGISTER

Calida maintains a Complaints Register in which every complaint and the action taken in its regard is recorded. The Register contains, as minimum, the following information:

- a) the subject of the complaint
- b) the date on which the complaint was received
- c) the date when the complaint was answered by the institution
- d) the date when the complaint was resolved
- e) the result/outcome of the complaints handling procedure and
- f) a detailed description of the product in question, as applicable, to which the complaint refers.

9. DATA PROTECTION AND RECORDS KEEPING

When handling complaints, Calida complies with any data protection laws including the Data Protection Act (Chapter 586 of the law of Malta), and any regulations issued under it, and with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).

We maintain records of all claims and related correspondence for a minimum of five (5) years from the date of resolution. These records will be stored securely and confidentially.