

## Introduction

**Starlight Wave Ltd** (hereinafter referred to as the “**Company**”), is a Company incorporated and registered in Saint Lucia, with registration no. 2023-00491. The Company’s registered address is at P.B. 1257 Bonovo Road, Fomboni, Comoros, KM. The Company is authorised and regulated by the Mwali International Services Authority as an International Brokerage and Clearing House, with license no. T2023397.

The Company owns and operates under the domain [www.emarlado.com](http://www.emarlado.com).

## Complaints Procedure

### Submitting a complaint

The Company will consider a complaint successfully submitted only through its website or sending an email to [complaints@emarlado.com](mailto:complaints@emarlado.com) , if the Client is not satisfied with any part of the Company's services.

The Company will carefully examine and investigate the issue after receiving it.

### Acknowledgment of the Complaint

Once complaint has been submitted and received by the Company, the latter will confirm receipt of it within seven (7) business days.

### Complaints Investigation

The review and investigation process initiates after acknowledgment of the complaint. The Company’s objective is to resolve the matter within six (6) weeks from its acknowledgment in a fair, efficient and swift manner. The Company might get in touch with the Client during this time to ask for more details or clarification. A prompt and successful investigation depends on the client's complete cooperation.

If additional time and or information is required for investigating your complaint further, the Company will inform the Client accordingly elaborating on the reasons for a potential delay in providing a resolution. The Company will provide a new resolution timeline which may not exceed thirty (30) business days from the date the Client is notified about the delay, taking also into consideration the complexity of the issue and Client’s cooperation in the resolution.

If the Client does not provide the required information and/or cooperate within six (6) weeks after the complaint has been submitted, the Company reserves the right to consider the complaint closed and discontinue the investigation.

**Resolution of Complaint**

The Client will be informed by the Company of the result on the complaint, once the investigation has been completed. The Company will take the necessary steps to address the complaint, in the case of it being upheld, and avoid any future complaints of the same nature from happening.