



COMPLAINT'S POLICY

Last Updated: 2nd February 2026

Website: www.finark.ai

Digital Ark Solutions Limited (Finark) and its related bodies love to hear your feedback when you are pleased with our services. However, we know that we may not always get everything right. We encourage you to contact us if you are dissatisfied with any aspect of our services.

1. LODGING A COMPLAINT

You can lodge a complaint by email to support@finark.ai - Attention: Head of Compliance/MLRO.

2. RESOLVING COMPLAINTS

Once we receive a complaint, the person who has been appointed to handle the resolution of your complaint will contact you.

The person handling your complaint will investigate the complaint, and in some cases they may ask you to provide additional information.

3. HOW LONG IT WILL TAKE

Finark will try to resolve your complaint within 10 calendar days, however, this may not always be possible, however, we always aim to resolve your complaint within 45 days.

If we cannot provide you with our response to your complaint within the above timeline, we will write to you to tell you the reasons for the delay and give you information about your rights.

4. HOW WILL FINARK NOTIFY ME OF THE OUTCOME OF MY COMPLAINT

Finark will contact you by the method of communication that you have nominated as your preferred option, usually by phone or email.

If our response to your complaint is not in your favour, we will write to you to explain the reasons for our decision and provide you with information about your rights.