



Complaint Policy

Introduction

Auric Hub seeks to maintain and enhance its reputation of providing its customers with high quality services.

Auric Hub values complaints as they assist in improving its services levels and relationships with customers, suppliers and stakeholders.

Auric Hub has established a Customer Complaint Policy that covers all stakeholders that are impacted by Auric Hub's operations including customers, suppliers, intermediaries and all other relevant entities or individuals that participate in the supply chain.

Objective

To develop a Customers Complaint Policy that includes reassuring clients that **Auric Hub** values their feedback and is committed to resolving any issues in a fair, timely and efficient manner; the main objective of this policy is to ensure that:

- ✓ All Auric Hub staff members and stakeholders are aware of the complaint lodgement and handling process
- ✓ Customers and staff members understand the complaint handling policy
- ✓ Complaints are investigated with a balanced view of all information and/or evidence.
- ✓ Auric Hub takes all reasonable steps to actively protect customers' information in a highly confidential manner
- ✓ Customers' complaints are considered on its merits considering individual circumstances and needs.

Scope

Auric Hub customer's complaint policy covers customer, suppliers and any participant in the supply chain, it enables external stakeholders to voice concerns relating to Auric Hub supply chain and related risk management processes.

Moreover it covers

- ✓ How customers can make a formal complaint
- ✓ Identify steps in discussing, escalating and resolving complaints
- ✓ Indicate some of the solutions and root cause of addressed complaints
- ✓ Inform customers with solutions and reassure our commitment to continuous improvement

Definition of a complaint

In this policy a complaint means an expression of dissatisfaction that may be raised by the customers, suppliers, intermediaries and all other relevant entities/individuals participate in the supply chain.

How a complaint be made?

If any of the concerned parties are dissatisfied with any of the services rendered at any stage of the supply chain, the customer should in the first instance consider speaking directly with the staff member/s it has been dealing with. If the Client is uncomfortable with this or considers that the relevant staff member is unable to address its concerns, the customer can lodge a complaint with Auric Hub in the following ways:

- ✓ By completing a feedback form on the Auric Hub website
- ✓ By calling any of Auric Hub senior management by telephone
- ✓ By writing an email to:

Note: the recipients of this email are the senior heads that represent different areas in Auric Hub

Nature of customer's complaint

Auric Hub encourages its customers, suppliers and all participants involved in the supply chain to officially document and submit their dissatisfaction at any point of time through the authorized means mentioned above. Auric Hub's management treats all customer's complaints with confidentiality, fairness and objectivity, and depending on the nature of the submitted complaint, the below process is mandated:



A. *Day to Day related customer's complaint*

A Day-to-Day related customer complaint is any complaint received through any of the above-mentioned means, related to daily functions at any stage of the supply chain. Below is a non-exhaustive, indicative list of example complaints:

- ✓ Scrap weight mismatching
- ✓ Refinery results, mismatch between Assay reports
- ✓ Arguments over melting loss
- ✓ Delay in receipt/delivery

Day to Day related customer's complaint escalation process

In case the complaint relates to any of the day to day functions the respective head in the related area should:

- ✓ Contact the customer to collect more information if required
- ✓ Evaluate the complaint and exert best efforts to resolve it at first instance
- ✓ In the event that the respective Head is unable to resolve the complaint within one working day, the complaint is to be escalated by the respective Head to senior management for objective discussion and decision.
- ✓ Day to day complaints to be resolved in accordance to Turn Around Time of 48 to 72 working Hours from the time it has been officially received.
- ✓ After a decision has been made by the Auric Hub senior management the respective Head will contact the customer to provide feedback and details of the proposed rectification process.
- ✓ All Complaints must be forwarded to Auric Hub compliance for lodgement in the customers' complaint Log

Auric Hub Compliance Officer role

- ✓ Collect all required information related to the addressed complaint
- ✓ Execute fair and unbiased investigation to the complaint based on details given and supporting documents
- ✓ Inspect all documents/ reports that are related to the complaint
- ✓ Prepare an official investigation report along with recommendations proposing target dates within the set time frame
- ✓ The recommendations to be discussed and agreed upon with the concerned parties mentioned above
- ✓ Ensure that the customer has been contacted and updated with the proposed rectification process and/or decision based on case by case
- ✓ Log the complaints in the LOG that includes:
 - a. Customer name
 - b. Date & Time of complaint
 - c. Method of complaint receipt
 - d. Involved area and/or staff
 - e. Action taken along with dates and evidence (if any)
 - f. Status along with date
 - g. Customer feedback

B - Procedures related customer's complaint

Procedures related customer complaint - In case the complaint is related to Auric Hub procedures or any of Auric Hub involved staff.

Once the procedure complaint has been officially received through any of the authorized methods, the respective Head in related area must:

- ✓ Contact the respective customer and collect more information (if required)
- ✓ Escalate the complaint to the Auric Hub senior management and Auric Hub Compliance Officer and any other parties involved in the complain



AURIC HUB COMPLIANCE OFFICER ROLE

- ✓ Collect all required information related to the addressed complaint.
- ✓ Execute fair and unbiased investigation to the complaint based on details given and supporting documents
- ✓ Inspect all documents/reports that are related to the complaint
- ✓ Communicate with all Auric Hub involved staff.
- ✓ Prepare an official investigation report along with recommendations proposing target dates within the set time frame.
- ✓ The recommendations to be discussed and agreed with all concerned parties
- ✓ Ensure that the rectification process is communicated officially to the customer by the respective Auric Hub head
- ✓ In case the complaint is related to any of Auric Hub staff, the same process is to be followed whereby disciplinary action is to be decided by senior management as per their consent (based on case by case)
- ✓ When the complaint is about one of Auric Hub staff members, Auric Hub management exerts best efforts to maintain objectivity by:
 - ✓ Informing the staff member of any complaint about their performance and/or attitude
 - ✓ Providing them with an opportunity for appropriate support
 - ✓ Updating them on the complaint investigation and the result
- ✓ Log the complaints in the LOG that includes:
 - ✓ Customer name
 - ✓ Date & Time of complaint
 - ✓ Method of complaint receipt
 - ✓ Involved area and / or staff
 - ✓ Action taken along with dates and evidence (if any)
 - ✓ Status along with date
 - ✓ Customer feedback

Auric Hub Customer complaint LOG to be maintained, monitored by the Auric Hub Compliance Officer who must:

- ✓ Ensure prompt update to the mentioned LOG, identifying status of complaint
- ✓ Follow up with concerned parties until final rectification
- ✓ Conduct an unbiased investigation when and as required and as stipulated above
- ✓ Communicate with all Auric Hub concerned parties to reach a fair conclusion to the addressed complaint
- ✓ Ensure that the investigation is handled with confidentiality and disclosure is based on “Need to Know” rule
- ✓ Review the Complaint LOG on a monthly basis to ensure that all complaints are properly and promptly handled within the set time frame
- ✓ Identify and escalate long pending complaints to Auric Hub senior management for prompt action
- ✓ In case of any long pending items the Auric Hub Compliance Officer must escalate directly to Auric Hub senior management

Turnaround Time (TAT) for complaints resolution

- ✓ To ensure prompt handling and resolution of any customer’s complaint, Auric Hub management has set a time frame to close all customer complaints based on their nature as above:
- ✓ Due to the sensitive and fast nature of the bullion business, all day to day related complaints are to be resolved within TAT 48 to 72 working Hours since it has been officially received.
- ✓ Procedures related complaints are to be resolved within 12 working days since it has been officially received.
- ✓ TAT must be strictly followed at all times any exception is approved by the Auric Hub president .

Customer’s complaint record retention

Auric Hub must retain of all records and documentation related to customer complaints for a period of 5 years after the closure of such complaint.



Where to get Help – For any queries or assistance please refer the respective Auric Hub Manager or Auric Hub Compliance Officer