



Know how Know you

IQ EQ Corporate Services (Cayman) Limited
IQ EQ Fund Services (Cayman) Limited
IQ EQ Trust Services (Cayman) Limited

Dear Client,

IQ EQ Corporate Services (Cayman) Limited, IQ EQ Fund Services (Cayman) Limited and IQ EQ Trust Services (Cayman) Limited (together, the “Licensees”) are committed to providing a high standard of service to their clients.

If, however, you are dissatisfied with any aspect of the services provided, you may raise a complaint. The Licensees have established procedures to ensure that all complaints are handled fairly, promptly, and in accordance with the procedures set out below.

Investigation and Acknowledgement

1. The Licensees will conduct a thorough and impartial investigation of each complaint and seek to do so within a reasonable timeframe following receipt.
2. Written acknowledgement of receipt of the complaint will be issued within five (5) business days.

Complaint Submission Requirements

3. Complaints must be submitted in writing and should include the following information:
 - A brief description of the complaint, including relevant dates and times, where applicable;
 - A clear outline of the specific issues or concerns being raised; and
 - Details of any actual or potential financial loss or personal detriment alleged to have been suffered as a result of the matter.
4. Complaints must state:
 - The name of the complainant; and
 - The name of the relevant client or serviced entity.
5. Complaints must include the complainant’s contact details, including a telephone number and email address.
6. Where a complaint is submitted on behalf of, or pursuant to instructions from, a third party, this should be clearly disclosed.

Complaint Assessment Process

7. Upon receipt of a complaint, an employee designated to handle the matter — who will be a member of the Licensees’ Senior Management Team — will undertake the following steps:
 - Correspond with the complainant;
 - Request meetings with the complainant, where required;
 - Review and examine any documentation provided to the Licensee(s); and
 - Conduct a comprehensive and impartial assessment of the issues raised.

Possible Outcomes

8. The assessment of a complaint may result in one or more of the following outcomes:
 - The implementation of specific decisions or actions;
 - The provision of a resolution; and/or
 - Referral of the matter, where appropriate, to another authority (for example, the relevant regulator of the Licensee(s)).

Response Timeframes

9. A written response will be issued within a maximum of thirty (30) business days following receipt of the complaint. The response will identify the name and function of the person responsible for handling the complaint and will include:
- A final response to the complaint; or
 - Where a final response cannot be provided within the specified timeframe, an explanation for the delay together with an indication of the expected timeframe for completion of the investigation.

How to Submit a Complaint

Complaints may be submitted through any of the following methods:

Email

Write directly to the Licensees' Complaints Senior Management Team at caymancomplaints@iqeq.com

Post or Hand Delivery:

IQ EQ Corporate Services (Cayman) Limited, or
IQ EQ Fund Services (Cayman) Limited, or
IQ EQ Trust Services (Cayman) Limited

3rd Floor, Whitehall House
238 North Church Street
George Town, Grand Cayman
Cayman Islands

Via Your Usual Contact:

If preferred, complaints may also be submitted through your usual contact person at the Licensee. All complaints are centrally managed by the Complaints Senior Management Team.

Escalation to the Regulator

If you remain dissatisfied following receipt of the Licensee(s)' final response, you may refer the matter to the Cayman Islands Monetary Authority (CIMA):

By Mail:

The Cayman Islands Monetary Authority
PO Box 10052
Grand Cayman KY1 1001
Cayman Islands

By Hand Delivery:

2nd Floor, Pavilion East, Cricket Square
205 Elgin Avenue
George Town, Grand Cayman

Online:

<https://www.cima.ky/complaints> – File a Complaint (online form)

Further information can be found in CIMA's Policy on Complaints Against Licensees:

<https://www.cima.ky/policy-on-complaints-against-licensees>

Closing

We thank you for choosing IQ EQ Corporate Services (Cayman) Limited, IQ EQ Fund Services (Cayman) Limited, and IQ EQ Trust Services (Cayman) Limited to service your business.