



# Complaints Handling Procedure

## 1. Introduction

AFS Global Limited (hereinafter referred to as AFS or the “Company” or the “Firm”) is incorporated in Labuan, Malaysia with a registration number of LL14899. AFS is authorized and regulated by the Labuan Financial Services Authority and has a License number MB/18/0025 to carry out Money Broking and other permitted services. You can check this on the LFSA’s register by visiting the LFSA’s website:

<https://www.labuanibfc.com/areas-of-business/financial-services/money-broking/list-of-money-brokers>

## 2. Complaints Handling

Pursuant to the Company’s regulatory duties and obligations, we have established the following procedure for handling and managing complaints from its customers.

Most issues you have will arise through a misunderstanding or simple error, so please contact us immediately to discuss any query. If you have a query or are dissatisfied with the service provided by the Company, in the first instance you should contact our Customer Services team via email [mysupport@amanacapital.com](mailto:mysupport@amanacapital.com).

We will aim to resolve your concern at the first point of contact, within five business days following receipt of the complaint.

When making a complaint you should attempt to include the following information:

- Your AFSG account number (if you have one).
- Your full name.
- A description of the complaint, including the date and time that the issue arose.
- Any supporting documentation, such as screenshots, transaction numbers and/or emails.
- Details of what you would like us to do to put it right.

If you are happy with how your complaint has been handled, we will treat your complaint as being resolved. We will provide you with a Summary Resolution Communication by the fifth business day following receipt of your complaint. The Summary Resolution Communication will include the outcome of your complaint.

If our Customer Services team is unable to resolve the matter, all details of your complaint will be referred to our Compliance Department by the sixth business day following receipt of your complaint.

### **The Compliance Department will:**

- Promptly acknowledge your complaint in an email to you.
- Conduct an impartial review of the complaint.

- Keep you informed of the progress of the investigation into your complaint.
- Send a 'final response' within eight (8) weeks of receiving the complaint. The final response will confirm whether the complaint should be upheld and if any redress or remedial action will follow.

The Compliance Department can be contacted at: [mycompliance@amanacapital.com](mailto:mycompliance@amanacapital.com) or

Compliance Department  
AFS Global Limited  
Unit B, Lot 49, 1st Floor, Block F,  
Lazenda Warehouse 3,  
Jalan Ranca-Ranca, 87000 F.T.  
Labuan, Malaysia

AFSG is committed to resolving complaints through our Complaints Handling Procedure. However, should you remain dissatisfied following our final response you can refer your case to the Labuan Financial Services Authority LFSA.

**The address of the Labuan Financial Service Authority is:**

Level 17, Main Office Tower  
Financial Park Complex  
Jalan Merdeka  
87000 Labuan, Malaysia.

**Email:** [communication@labuanfsa.gov.my](mailto:communication@labuanfsa.gov.my)

**Enquiry/Complaint Form:** <https://www.labuanfsa.gov.my/contact-us>