

# Holo Ltd Customer Complaints Policy

Holo is dedicated to providing excellent customer service and maintaining a healthy customer relationship. The intent of the Customer Complaints Policy is to ensure all complaints are handled as efficiently and effectively as possible. All customers of Holo are entitled to make a complaint to us. We also wish to ensure that our customers are aware that their feedback is valued and that we are committed to resolving their issues in a fair, timely and efficient manner.

It is Holo's responsibility to:

- Provide an efficient, fair and structured mechanism for handling complaints.
- Keep customers informed as to the progress of their complaint and the expected timeframe for resolution.
- Review our complaints so that we can improve our standard of customer service.

## Definitions

**Enquiry/Support Request:** A question, compliment, concern, suggestion or request for support about a service and/or product provided by Holo.

**Complaint:** A written expression of dissatisfaction submitted by a client about a service and/or product provided by Holo. Often this may be an escalation to request for support.

The procedures outlined in this Customer Complaints Policy may apply to both complaints and enquiries.

## Requirements

This policy is based on the Gibraltar Financial Services Commission (GFSC) and UK Ombudsman's key recommendations, and also takes into account relevant EU regulations. This policy is in line with the GFSC and UK Ombudsman's key recommendations, which are to: (a) have an easily accessible and clear complaints process in place (b) appoint a specific point of contact for complaints (c) be aware of any customer contact that looks like a complaint and refer it to the complaints division, and (d) keep detailed records of all complaints given that those records may be used in further investigations.

## Complaint Process

**Step 1:** If you have a complaint regarding any aspect of your service or product visit help desk and submit a ticket here: <https://help.holo.host/support/tickets/new>.

If you prefer to put your complaint via email, we will respond to your email and will confirm any details in writing if you request us to do so. Our email address for complaints is [help@holo.host](mailto:help@holo.host).

Our objective is to resolve the vast majority of inquiries or complaints during your first contact with us.

**Step 2:** Complaints made to our helpdesk and emails are overseen by our Service Operations Lead. After a complaint is made, if it is not immediately resolved, we may need to escalate and investigate it. This process may take 15 Business Days, or longer (in which case we will update you with a reason for the delay and the expected timeframe).

Holo reserves the right not to progress complaints which it considers to be vexatious.

**Step 3:** When your complaint is resolved, we will confirm this with you within 10 business days. If an investigation was opened, we will keep you updated on progress and provide a clear explanation about how the company arrived at any decisions or actions related to the complaint.

Each complaint and any associated documentation will be stored in our systems for a minimum of one year.

*If this does not resolve the matter to your satisfaction, you may submit a complaint to the Gibraltar Services Financial Commission.*

## Continuous Improvement

We monitor and review the effectiveness of our complaints handling process to ensure that this continuously improves and that learnings from complaints handling are carried through into the organization. Complaints are reviewed quarterly to identify any trends which may indicate a need to take further action. We also will monitor and review the effectiveness of our processes as we expand our products and services, that not only do our complaints procedures improve as well but that incorporate new features such as anonymous reporting.