

Appendix VII Complaints Handling Policy

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BlueInvest Capital's main objective is to establish and maintain clients' relationship based on professionalism, ethics and integrity. If you are in any way dissatisfied with our services, we recommend that you address your grievance in the first instance to the Compliance Officer. We will make every effort to resolve the matter within the shortest time frame possible.

The Compliance Officer will acknowledge the receipt of your complaint in writing within 1 or 2 business days and will provide you with indications on how the Company intends to deal with your complaint. If your complaint was conveyed by phone or via social media, we will formally acknowledge to you the receipt of and our understanding of your concerns in writing, thereby enabling you to confirm and/or correct our acknowledgment should it be required.

If our actions and/or our undertakings to resolve your complaint do not satisfy you, including if you feel that your complaint has not been addressed properly, you may lodge an official complaint in writing with The Office of the Arbiter for Financial Services at the following address:

The Office of the Arbiter for Financial Services
1st Floor
St Calcedonius Square
Floriana FRN 1530
Malta

Should you require to contact the Malta Financial Services Authority for other queries, you can do so at:

Malta Financial Services Authority
Notabile Road
Mriehel BKR 3000
Malta

BlueInvest Capital is a trading name of Hogg Capital Investments Ltd, a fully licensed Class II Investment Firm (registration number C 18954) authorized and regulated in Malta by the Malta Financial Services Authority (MFSA) under the Investment Services Act and located at Nu Bis Centre, Mosta Road, Lija LJA9012, Malta. The Company is also authorized to passport its services in the following EU Member States: <https://www.mfsa.mt/financial-services-register/>

Address: Nu Bis Centre, Mosta Road, Lija LJA 9012, Malta

E-mail: info@blueinvestcapital.com

Tel: +356 23273300

Fax: +356 2134 2760

Website: www.blueinvestcapital.com