

DISPUTE RESOLUTION POLICY

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DISPUTE RESOLUTION



This document seeks to outline Royal's policy relating to Dispute Resolutions.

The policy ensures that Royal deals with clients honestly and fairly, in a consistent and ethical manner and to ensure that the client has access and information available to best resolve problems complaints or disputes in a timely fashion.

Royal wants to know about any problems you may have with the service provided to you so we can take steps to resolve the issue. If you have a complaint about the financial product or service provided to you, please see the document "the complaints handling procedure", available by:

- (a) Contacting a Royal representative on **+1 (844) 885 3159** and outlining the details of your complaint.
- (b) If your complaint is not satisfactorily resolved by a Royal representative, within three Business Days, please contact the Compliance Department by:

Phone: **+1 (844) 885 3159**

Email: **compliance@oneroyal.com.vc**

Royal will try to resolve your complaint quickly and fairly. Complaints received by email will be acknowledged within five Business Days of written receipt of your complaint and we will use our best endeavours to try to resolve your complaint within 30 days of receipt of your written complaint.