

Complaints Handling at Triland Metals

OUR POLICY

Triland Metals Limited (“Triland”, “we”, “us”) are committed to providing high-quality services to our customers and potential customers. However, there may be instances where something goes wrong or you are not satisfied with the level of service you received from us.

All complaints are taken very seriously and any feedback is appreciated as it provides us with an opportunity to improve our standards. In line with our commitment to you, as well as our legal and regulatory obligations, we shall endeavour to:

- ♦ Acknowledge and respond to your complaint without undue delay
- ♦ Investigate and handle your complaint fairly and consistently
- ♦ Communicate with you openly and clearly
- ♦ Keep you informed about further handling of your complaint
- ♦ Carry out redress or remedial action where appropriate
- ♦ Provide thorough and transparent information as to our reasons if such redress or action will not be offered and, where required, provide details of alternative dispute resolution options that may be available
- ♦ Where applicable, refer you to bodies or alternative dispute resolution entities who may review your complaint

You may also have the right to make a complaint at any time to a regulatory body and/or take civil action. We would, however, appreciate the chance to deal with your concerns before you approach such regulatory body or take such action, so please contact us in the first instance.

RAISING A COMPLAINT

CONTACTING US

You can raise a complaint by contact your usual **account executive**. Alternatively you may wish to contact the **complaints-handling team** using the contact information set out in this notice.

INFORMATION TO PROVIDE

In order to enable us to investigate your complaint, please ensure that, as a minimum, you provide:

- ♦ The nature of your complaint
- ♦ Information concerning the circumstances of your complaint
- ♦ Your contact details so we may respond to the appropriate person(s)/department(s)

BY POST

To: “The Compliance Officer”
Triland Metals Limited, MidCity Place, 71 High Holborn,
London WC1V 6BA, England

BY EMAIL

To: Complaints@triland.com

BY TELEPHONE

Please contact your usual account executive, or contact us on our 24/7 telephone line at: +44(0)330 0580 843.

Please note, calls may be monitored or recorded.

It is usually best if you keep a record of your complaint; we kindly request any complaint made via telephone is submitted in writing where possible.

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