

THE ELIXIR COMPLAINTS MANAGEMENT FRAMEWORK

At ELIXIR, we recognize that conflicts or disagreements may occur at any point in the course of interactions with our cherished clients. We have therefore consciously put in place a process to ensure that all conflicts arising in the course of our business interactions are resolved speedily in an amicable and mutually satisfactory manner.

The ELIXIR Complaints Management Framework outlines the systematic approach to address complaints that may arise in our engagements with clients, in a fair, impartial and objective manner.

We aspire to at all times, ensure that every complaint is effectively and speedily resolved to the satisfaction of our cherished clients.

The Elixir Complaints Management Framework addresses complaints such as:

- ✓ Complaints about misconduct or rudeness by any staff member of Elixir Group
- ✓ Complaints about misappropriation or misapplication of clients' money
- ✓ Complaints about errors in execution of mandates
- ✓ Complaints about procedures or processes adopted in executing mandates.
- ✓ Etc.

The full detail of the **ELIXIR COMPLAINTS MANAGEMENT FRAMEWORK** is available at our website at

www.elixirsecuritiesltd.com

Any Client or member of the public affected in any of our operations may lodge a complaint about the service, decision, products provided by the Company or conducts of its staffs.

All complaints will be treated in the strictest confidence.

Complaints can be received either verbally or in writing. Whenever possible, complaints should be submitted in writing so that all aspects of the complaint can be well understood and investigated.

All written complaints should be addressed to the Managing Partner, as follows:

The Group Managing Partner
Elixir Investment Partners Ltd.

95 Medical Guild Close
Off Bode George Street
Victoria Island – Lagos

Or through E-Mail:

Complaints@elixirinvestment.com

Verbal complaints may be made to the Company by telephoning the central enquiries line on:

01-4547400

01-4537406

Please note that calls would be recorded for easy reference.

Whistle blowing or anonymous complaints are also accepted.

This may be lodged either in writing or accepted as an oral statement.

Complainants are encouraged to provide as much information as possible which may be of assistance when investigating the complaint.