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## 1. Introduction

- 1.1. APLFX (PTY) LTD (hereinafter "the Company", "us", "our" "we") is incorporated in South Africa and registered under the Companies and Intellectual Property Commission (http://www.cipc.co.za/) with a registration number 2021/804619/07. The Company is authorised and regulated by the Financial Sector Conduct Authority ("FSCA") with authorisation number 52045, to provide intermediary services in connection with derivative products, operating under the Financial Advisory and Intermediary Services Act ("FAIS Act").
- 1.2. The Company is acting as a Financial Service Provider and in accordance with the FAIS Act, is required to have in place and disclose to its Clients this Complaints Resolution Process (the "Process").

### 2. Website Disclaimer

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