

This document is intended for publication on the Company website and forms part of the client-facing legal and operational disclosure framework.

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| Legal entity | ARKA Global Liquidity Ltd. |
| Registration No. | 2025-00568 |
| Jurisdiction | Saint Lucia |
| Website | www.arkaltd.io |
| General contact | contacto@arkaltd.io |
| Support / Compliance | support@arkaltd.io |
| Effective year | 2025 |

1. Introduction

ARKA Global Liquidity Ltd. is an International Business Company incorporated in Saint Lucia under registration number 2025-00568. These documents apply to the website www.arkaltd.io, the trading environment branded as ARKA Global cTrader, and any related services made available by the Company.

This Complaints Policy explains how the Company handles client complaints, disputes, claims and service-related concerns. The purpose is to provide a clear, fair and structured process for receiving, reviewing, escalating and responding to complaints.

2. What Is a Complaint?

A complaint is a formal expression of dissatisfaction submitted by a Client regarding services, conduct, execution, account handling, transactions, deposits, withdrawals, fees, platform access or any other matter related to the Company services. Routine questions or support requests may not be treated as formal complaints unless clearly identified or escalated.

3. How to Submit a Complaint

Complaints must be submitted in writing to support@arkaltd.io. The subject line should include: *Formal Complaint – Client Name – Account Number*. The complaint must include sufficient information for investigation.

4. Required Information

- Full name, account number or client ID and registered email address.
- Date and time of the incident.
- Affected instrument, order, position, transaction or withdrawal.
- Ticket numbers, transaction IDs, platform references or blockchain hashes where applicable.
- Detailed explanation, supporting evidence, screenshots, statements or documents.
- Specific outcome requested by the Client.

5. Time Limit

Clients should submit complaints as soon as possible after becoming aware of the issue. Complaints related to trading activity, execution, pricing, deposits, withdrawals or account operations should be submitted within five business days

from the date the Client became aware, or should reasonably have become aware, of the relevant event. Late complaints may be rejected if the delay prevents proper investigation.

6. Acknowledgment and Review

The Company will seek to acknowledge receipt within a reasonable time and may request additional information. The review may include account records, platform logs, transaction history, communication records, liquidity provider data, payment provider data, internal departments and applicable policies.

7. Response Timeline

As an internal operating standard, the Company may aim to review complaints within approximately five business days after receiving the last required document or clarification. Complex complaints may require additional time, especially when external providers, payment processors, technology vendors, legal counsel or compliance review are involved.

8. Possible Outcomes

- Accept the complaint fully or partially.
- Reject the complaint with explanation.
- Offer an adjustment or correct an error.
- Request additional information.
- Escalate internally to senior support, compliance, risk, legal or management.
- Take remedial action where appropriate.

9. Account Restrictions During Review

Where necessary, the Company may temporarily restrict trading, deposits, withdrawals, account access or other services while a complaint, dispute, compliance review or security investigation is pending.

10. Professional Communications

Complaints must be submitted respectfully and professionally. The Company may reject, suspend or refuse communications containing threats, abusive language, harassment, false statements, fraudulent claims or repeated complaints already resolved.

For questions regarding this document, contact support@arkaltd.io or contacto@arkaltd.io.