



Complaint Handling Policy

Digital Trading Group of Central America S.A. DE C.V.

www.solonix.one

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1. PREAMBLE

Digital Trading Group of Central America S.A. DE C.V. (hereinafter referred to as "the Company", "we", "us", or "our") is a duly licensed digital asset service provider operating the Solonix.one trading platform. The Company is committed to providing a high standard of service to all clients and to resolving any concerns or disputes promptly, fairly, and efficiently.

This Complaint Handling Policy (the "Policy") sets out the procedures by which clients of Solonix.one may submit a formal complaint, how the Company will assess and investigate that complaint, and the timeframes within which a resolution will be provided.

The registered address of the Company is: Avenida La Revolución, Colonia San Benito, San Salvador, El Salvador.

This Policy forms part of our broader regulatory and compliance framework and reflects the Company's obligations under applicable financial services legislation, including the requirements of the Comisión Nacional de Activos Digitales (CNAD) of El Salvador.

2. WHAT IS A COMPLAINT

For the purposes of this Policy, a "complaint" means any formal expression of dissatisfaction submitted by a client (or by a third party acting on behalf of a client with their written authorisation) regarding any aspect of the services provided by Solonix.one.

A complaint may relate to, but is not limited to, the following matters:

- The execution or non-execution of a trade or transaction;
- Technical issues or failures affecting access to the platform or to the client's account;
- A disagreement concerning account fees, charges, or deductions;
- Concerns about the quality, accuracy, or timeliness of information provided by the Company;
- A dispute regarding the terms or application of the Company's policies;
- Allegations of unlawful, unfair, or improper treatment by any member of the Company's staff or representatives.

General enquiries, requests for information, or feedback that do not involve an expression of dissatisfaction are not considered "complaints" for the purposes of this Policy, although we welcome all forms of client communication.

3. HOW TO MAKE A COMPLAINT

3.1 Submission Method

All formal complaints must be submitted in writing. We do not accept verbal complaints for the purposes of this Policy. Written complaints may be submitted by email or through the secure messaging function within your Solonix.one account portal.

3.2 Contact Details for Complaints

Email: legal@solonix.one

Subject Line: FORMAL COMPLAINT – [Your Full Name / Account ID]

Postal Address: Digital Trading Group of Central America S.A. DE C.V., Avenida La Revolución, Colonia San Benito, San Salvador, El Salvador

3.3 Information Required

To ensure that your complaint can be processed efficiently, please include the following information in your submission:

1. Your full legal name and Solonix.one account number or registered email address;
2. A clear and detailed description of the nature of your complaint;
3. The date(s) on which the issue occurred or first came to your attention;
4. Details of any transactions, reference numbers, or platform activities relevant to your complaint;
5. Copies of any supporting documentation, screenshots, or correspondence that may assist in our investigation;
6. A description of the outcome or resolution you are seeking.

Incomplete submissions may result in delays in processing your complaint. We will contact you if we require any additional information.

4. ASSESSMENT AND INVESTIGATION

Upon receipt of your complaint, the Company will:

- Send you a written acknowledgement within five (5) business days confirming receipt of your complaint and providing you with a reference number;
- Assign your complaint to a qualified member of our compliance or client relations team who was not involved in the matter giving rise to the complaint;
- Conduct a thorough and impartial investigation of the circumstances described in your complaint, including a review of all relevant account records, transaction logs, communications, and system data;
- Assess your complaint objectively, taking into account applicable legal and regulatory requirements, the terms of our Client Agreement, and our internal policies;
- Notify you of the outcome of our investigation in writing, setting out our findings, the reasons for our decision, and any remedial action we propose to take.

All complaints are handled with strict confidentiality. Access to complaint files is restricted to those personnel directly involved in the investigation and resolution process.

5. REQUESTS FOR ADDITIONAL INFORMATION

During the course of our investigation, we may contact you to request further information, clarification, or supporting documentation. We ask that you respond to such requests within 10 business days.

If you do not respond within this period, we will proceed with our investigation on the basis of the information already available to us. In some cases, a lack of response may result in us being unable to fully investigate your complaint, and we will communicate this outcome to you in writing.

6. TIMEFRAMES FOR RESOLUTION

The Company is committed to resolving complaints in a timely manner. Our target timeframes are as follows:

Acknowledgement: Within 5 business days of receipt of your complaint.

Initial Response: Within 15 business days of receipt, we will provide either a final response or an update on the progress of our investigation.

Final Response: Within 2 calendar months of receipt of your complaint, we will provide a final written response setting out our findings and any proposed resolution.

In complex cases where additional time is required to complete our investigation, we will notify you of the reasons for the delay and provide you with a revised estimated resolution date. In any event, all complaints will be resolved within 2 calendar months of the date of submission.

If you remain dissatisfied with our final response, or if we have not provided a final response within 2 calendar months, you may have the right to escalate your complaint to the relevant regulatory authority or financial ombudsman in your jurisdiction.

7. AMENDMENTS TO THIS POLICY

The Company reserves the right to amend, update, or replace this Complaint Handling Policy at any time. Any material changes to the Policy will be communicated to clients through our platform or by direct notification. The current version of this Policy will always be available on our website at www.solonix.one.

8. MATTERS OUTSIDE THE SCOPE OF THIS POLICY

The following matters are outside the scope of this Complaint Handling Policy. The Company will not accept or investigate complaints relating to:

1. Outcomes that are inherent to the nature of digital asset trading, including losses resulting from normal market fluctuations, price volatility, or the performance of any particular asset;
2. Commercial or investment decisions made by the client, including the timing, size, or direction of trades executed at the client's own instruction;
3. Events of force majeure, including but not limited to natural disasters, government interventions, cyberattacks on third-party infrastructure, or global market disruptions beyond the Company's control;
4. Actions or decisions made by regulators, courts, government authorities, or other third parties over which the Company has no control;
5. Complaints that are frivolous, vexatious, or submitted in bad faith, or that relate to matters already fully and finally resolved;
6. Complaints submitted more than twelve (12) months after the date on which the client first became aware, or should reasonably have become aware, of the matter giving rise to the complaint, unless exceptional circumstances justify a later submission;

7. Disputes arising from misuse of the Solonix.one platform, breach of our Terms and Conditions, or activity that the Company has determined to be fraudulent, abusive, or in violation of applicable law.

9. FURTHER INFORMATION

If you have any questions about this Policy or the complaint process, please contact our client support team:

Email: legal@solonix.one

Website: www.solonix.one

Address: Digital Trading Group of Central America S.A. DE C.V., Avenida La Revolución, Colonia San Benito, San Salvador, El Salvador

We are committed to handling all complaints with fairness, transparency, and efficiency, and to continually improving our services based on the feedback we receive from our clients.