

We, DataWave Tech Ltd (hereinafter referred to as the “**Company**”), have adopted this Complaints Handling Procedure in order to ensure a fair and quick process for handling complaints that may arise.

1. Submitting Your Complaint

In order to submit a complaint to the Company, you are kindly requested to direct your complaint to complaints@maunto.com.

Once you successfully submit your complaint, the Company shall proceed to handle and investigate your complaint.

2. Acknowledging your Complaint

We will acknowledge receipt of your complaint within five (5) business days from thereceipt of your complaint.

3. Handling of your Complaint

Once the Company has acknowledged receipt of the complaint, it will assess and investigate the matter in detail. The Company is committed to handling complaints fairly, efficiently, and in a timely manner and will aim to provide the Client with a final response within thirty (30) days of receipt of the complaint. Throughout the process, the Company will keep the Client informed of the progress of the investigation and may contact the Client by email or phone if additional information or clarification is required.

4. Final Decision

When we reach an outcome, we will inform you of it together with an explanation of our position and any remedial measures we intend to take (if applicable). It is understood that your right to take legal action remains unaffected by the existence or use of any of the complaints procedures referred to above.