

Complaints Handling Procedure

Sky Links Capital L.L.C.

Public Website Notice

CMA Licence No. 20200000235

Effective Date 17 September 2026

1. Purpose and scope

This procedure explains how clients and prospective clients may complain about the conduct, service or omission of Sky Links Capital L.L.C. in connection with its licensed activity of Introduction. It is provided free of charge.

Sky Links is licensed by the UAE Capital Market Authority (CMA) for Category 5 Introduction only. It does not execute orders, hold client money or assets, provide custody, manage portfolios, or provide investment advice. A concern about an execution broker's products, execution, custody, pricing or account administration will be recorded and, with the complainant's consent, referred to that institution where appropriate; Sky Links remains responsible for investigating its own conduct.

2. What is a complaint

A complaint is any oral or written expression of dissatisfaction alleging an act, omission, delay, unfair treatment, misleading communication, service failure or regulatory breach by Sky Links where a response or remedy is expected. A complaint will be handled as such regardless of the label used by the complainant.

3. How to complain

- Email: complaints@skylinkscapitalllc.ae
- Telephone: +971 4 495 7008
- Post or delivery: Office 208, Building 03 (BB03), Bay Square, Business Bay, Dubai, United Arab Emirates

Please provide your name and contact details, a clear description of the issue, relevant dates and communications, the outcome sought, and any supporting documents. We will assist a complainant who needs reasonable support to submit the complaint. A complaint will not be rejected merely because it was initially made verbally or lacks a particular format.

Office#208, BB03, Bay Square, Business Bay, Dubai, UAE. **Dubai Economic Department** License No. 1385407

Sky Links Capital L.L.C is licensed and regulated by the **Capital Market Authority (CMA) UAE**, formerly known as **SCA UAE**, as an Introductory firm to Financial Services entities. The firm does not provide investment advice, hold client funds, or execute trades on behalf of clients

4. Our process

Stage	Commitment
Recording	We record the complaint promptly, assign a reference, preserve relevant evidence and identify any immediate client-protection or regulatory issue.
Acknowledgement	We acknowledge receipt in writing within seven working days, or sooner where practicable, and identify the person handling the complaint.
Investigation	A competent person with appropriate independence examines the facts, relevant records, applicable obligations and any conflict of interest. The complainant may be asked for further information.
Response	We aim to issue a clear, fair and evidence-based final response within 30 working days after receipt.
Delay	If the matter cannot reasonably be completed within 30 working days, we explain the reason before expiry, provide a progress update and specify the expected completion date. Any extension will be limited to the period permitted by applicable requirements.
Outcome	The final response states the complaint, findings, reasons, any remedy or corrective action, and available escalation route.

5. Fair treatment and confidentiality

Complaints are handled fairly, promptly, consistently and without charge. Making a complaint will not adversely affect the complainant's relationship with Sky Links. Information is limited to persons who need it for investigation, governance, legal or regulatory purposes, subject to applicable law and lawful authority requests.

6. Escalation

If dissatisfied with the final response, the complainant may ask the Compliance Officer to review the matter at compliance@skylinkscapitalllc.ae. The complainant may also use the complaint service published by the CMA at www.uaecma.gov.ae. Sky Links will not obstruct or discourage a complaint to the CMA or another competent authority.

7. Records and review

Sky Links maintains complaints register, investigation records, correspondence, outcomes, redress and root-cause actions for the period required by applicable law and regulatory rules. Complaint trends and systemic issues are

Office#208, BB03, Bay Square, Business Bay, Dubai, UAE. **Dubai Economic Department** License No. 1385407

reported to senior management and the Board, with timely corrective action and regulatory notification where required.

8. Contact

Company Name:- Sky Links Capital L.L.C.

Office Address :- Office 208, Building 03 (BB03), Bay Square, Business Bay, Dubai, United Arab Emirates

Complaints: complaints@skylinkscapitalllc.ae

Compliance: compliance@skylinkscapitalllc.ae

Telephone: +971 4 495 7008

9. Confirmed contact channels

The following contact channels are confirmed for use: complaints@skylinkscapitalllc.ae, compliance@skylinkscapitalllc.ae and +971 4 495 7008.

Office#208, BB03, Bay Square, Business Bay, Dubai, UAE. **Dubai Economic Department** License No. 1385407

Sky Links Capital L.L.C is licensed and regulated by the **Capital Market Authority (CMA) UAE**, formerly known as **SCA UAE**, as an Introductory firm to Financial Services entities. The firm does not provide investment advice, hold client funds, or execute trades on behalf of clients