

TREAT CUSTOMERS FAIRLY

The Company maintains an active policy of acting in our clients' best interests. This is in line with industry best practice and regulatory guidance. Fair treatment of customers in all dealings is a requirement of management and staff and accordingly, will apply to Atossa and its staff too. Atossa Financial Services aims to maintain the highest standards throughout its business and actively directs all personnel, through positive training and the encouragement of good working practices, to ensure the firm's policies are understood and implemented across the workforce. The company strives to provide clients with information that is comprehensive, relevant, and accurate and to make senior staff accessible to respond to enquiries and complaints, whenever possible. Clients are encouraged to contact management directly in writing so that their comments may be considered and responded to, if, they feel at any time, that the standards set have not been met.

The Compliance Officer will be responsible for the following essential tasks:

- (1) Identifying compliance risks associated with Atossa Capital's financial services and advising the Board of Directors and senior management in the design and implementation of appropriate compliance policies, procedures, systems, and controls.
- (2) Documenting the organization, responsibilities and procedures of Atossa Capital's compliance function including its Compliance Procedures Manual and Compliance Monitoring Program.
- (3) Establishing and maintaining monitoring and reporting processes to ensure that any compliance breaches are readily identified, reported, and acted on.
- (4) Keeping the Board of Directors and senior management up to date on changes in relevant regulations and the implications thereof.
- (5) Advising Atossa Capital is in preparing for FSCA risk assessment visits.
- (6) Reviewing Atossa Financial Services' marketing materials to ensure they are appropriate for Retail Clients, in that they are clear, fair, and not misleading.
- (7) Processing applications for the registration and withdrawal of Authorized Individuals.
- (8) Ensuring that employees receive training on what must or must not be done to ensure that they and Atossa comply with applicable laws and regulations.
- (9) Liaising with FSCA and checking that all regulatory returns and ad hoc notifications have been made on a timely basis.
- (10) Establishing and maintaining Atossa Capital's files and FSCA registers in relation to controllers; senior management apportionment; authorized individuals; breaches; complaints; conflicts

identification and management, marketing materials; clients, regulatory returns, and notifications to the FSCA. Ensure fit and proper status of Representatives and Key Individuals are maintained.

We believe that high quality speaks for itself. We place heavy emphasis on high retention and hence drive the Atossa machinery to provide our clients with the highest grade of trading services and advice. Atossa Financial Services understands the client's needs and focuses on fair and transparent dealings. This is because we are of the opinion that to nurture a lasting and enjoyable working relationship with our clients, we need to surpass the mere delivery of high-quality products and services.

Our Commitment to You:

Transparent Communication: We ensure that Atossa customers enjoy a transparent trading environment. All information about Atossa Financial Services products and services such as fees, rules, commissions, and costs are stated clearly and precisely. We also inform you of any conflicts of interest as soon as it comes to our attention.

Client-oriented Service Delivery: We consider your trading preferences and risk appetites before we provide any advice or suggestions vis-à-vis a particular product, service, or transaction.

Early Warnings: We inform you of potential upsets in the trading process and how to correct it as soon as it comes to our notice.

Prompt Execution: We answer your queries and execute your transactions promptly and efficiently.

Address Complaints Professionally: Atossa Financial Services has a stringent complaints redressal system to ensure high quality service delivery. By addressing your complaints professionally and promptly, we aim to provide customer support and satisfaction.

If you have any complaints, please email us at help@atossacapital.com or call us on (087) 012 6065.