

Want to raise a complaint?

GK Capital Management ('GK Capital') is committed to delivering an exceptional client experience. We anticipate that sometimes things may go contrary to plan, and so we have put in place procedures to manage our interactions. GK Capital Complaints Handling Procedure outlines the process of registering and handling any client complaint. Complaints will be investigated fairly, consistently, and promptly. As we work to resolve complaints promptly, we commit to update you periodically in cases where more complex and detailed investigations may be required.

A complaint is an expression of dissatisfaction made regarding a product and or service offered by GK Capital.

How to Make a Complaint:

1. You may send your complaints/concerns to us by email at gkcapital@gkco.com
2. Call us at **876-932-3290**;
3. Contact your investment advisor on our website at www.gk-capital.com; or,
4. Visit our offices at 58 Hope Road, Kingston 6

Below Summarises the Complaint Management Process:

Action Description	Timeline
Acknowledgement of the Complaint	A complaint is acknowledged within 24 hours. A complaint can be registered via email, telephone, website, and face to face.
Provides Updates to the Complainant	The complaint will be provided an update within 5 business days on the progress of the investigation.
Target Complaint Resolution Timeline	The target resolution is within 20 business days from the receipt date of the complaint
Beyond Targeted Resolution Timeline – Unresolved Complaint	The complainant will be advised in writing stating the reason for delay and the expected completion date. The complainant has the right to complain to the Financial Services Commission (FSC)