



SUNTERA
GLOBAL

BAHAMAS

Suntera “How to Complain” Leaflet

25 March 2026

**EMPOWERING
RESPONSIBLE
AMBITION**

suntera.com

HOW TO COMPLAIN

Our commitment to You

Suntera is committed to providing you with consistently high standard of service. If for any reason you feel that we have fallen short of this level of service, please let us know. We will then rectify the problem as soon as possible and will undertake appropriate measures to prevent the problem from occurring again.

How to tell Us

You can submit your complaint addressed to the Managing Director for The Bahamas either by letter, email at info@suntera.com or by telephone using the following contact details:

BAHAMAS OFFICE

Suntera (Bahamas) Limited
#9 Pineapple House, Western Road, Lyford Cay
P.O. Box SP64274
New Providence, The Bahamas
Tel: +1 242 702 5600

If we are unable to resolve your concerns straight away, your complaint will be referred to the relevant person who will then contact you.

You may wish to arrange a virtual meeting or telephone call, where a member of our client administration team will be happy to meet with you and discuss your concerns.

When you contact us, please provide details of your complaint and what you would like us to do to resolve matters.

For security reasons, please do not include any additional personal information in your correspondence.

What happens Next?

All complaints will be acknowledged within three business days of receipt. The complaint will be investigated independently, and a full response sent within seven business days. If this is not possible, you will be informed, and a full response will be sent soon thereafter. We aim to conclude your complaint as swiftly as possible. In some instances, where the complaint is complicated, it may take longer in order to provide a mutually satisfactory conclusion. We will ensure you are kept fully informed about the stages of the investigation as it progresses. In all cases, we will advise you when the complaint is considered closed or is not upheld. For clarity, there is no charge for investigating complaints.

If our final response is not to your satisfaction, we are happy to explain our actions and discuss your concerns further.

However, if you still feel that the matter is unresolved, you can request an independent review to be completed by another client director or client manager.

Still unresolved?

If your complaint relates to a regulated service and remains unresolved, you may have the option to refer your complaint to the relevant regulator in The Bahamas, such as:

- The Central Bank of The Bahamas - for banking and trust services - <https://www.centralbankbahamas.com/>
- The Securities Commission of The Bahamas- for investment and securities-related services - <https://www.scb.gov.bs>
- The Insurance Commission of The Bahamas- for insurance-related services - <https://www.icb.gov.bs>

(as applicable to the service provided)

Upon Conclusion

It is important to us that our relationship with you remains strong. Your feedback is highly valuable as it allows us to improve the products and services we offer.

Suntera (Bahamas) Limited, a company registered in The Bahamas at PO Box SP64274, #9 Pineapple House, Western Road, Lyford Cay, New Providence, The Bahamas is licensed by the Central Bank of The Bahamas; Securities Commission of The Bahamas and Insurance Commission of The Bahamas. A member of the Suntera Global group of companies.