

Complaints Handling Policy

NC DLT Asset Evaluators

A trading name of National Certified Valuers Company Limited (121246848), Yangon Myanmar and office at National Certified Valuers Company Pty Ltd (ACN 672 455 408), Brisbane, Australia, · Regulated by RICS · Effective June 30, 2026

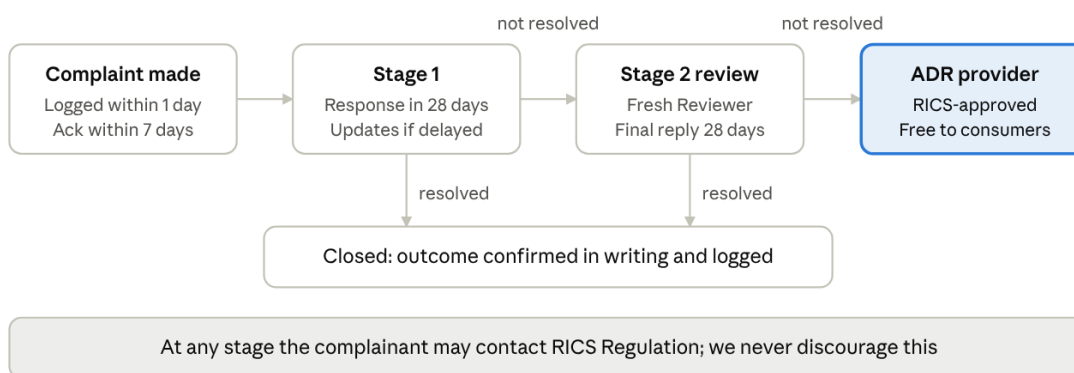
1. Our commitment to you

We aim to provide an excellent service to every client. If something goes wrong, we want to hear about it so we can put it right and learn from it. This policy explains how to raise a complaint, what we will do, how long it will take, and where to go if you are still not satisfied.

In summary:

- We will **acknowledge your complaint within 7 days**.
- We will give you a **full written response within 28 days**.
- If you are not satisfied, a senior person who was not involved will **review your complaint within a further 28 days**.
- If your complaint is still unresolved, you can refer it to an **independent dispute resolution service in Australia**. For consumers, this is free of charge.
- Making a complaint costs you nothing, and it will never affect the way we treat you.

Every complaint gets two internal stages before independent ADR



How a complaint progresses. You may also go to independent dispute resolution if 8 weeks pass without our final response.

2. Who and what this policy covers

This policy applies to National Certified Valuers Company Limited (Myanmar) trading as NC DLT Asset Evaluators; to its affiliated company National Certified Valuers Company Limited (Australia); and to everyone who works for either company or on their behalf. In this policy, "we" and "us" mean both companies.

A **complaint** is any expression of dissatisfaction, whether written or spoken, about our services, our conduct, our fees, or a member of our team, where you expect a response or a remedy. You may make a complaint if you are:

- a client of ours;
- a person or organization named in our report as entitled to rely on it; or
- anyone else directly affected by our work.

This policy covers all of our services, including valuations and valuation reviews of real estate, businesses, intangible assets, and digital assets; advisory and consulting work; and expert witness work.

3. How to make a complaint

Please contact our Complaints Handling Officer. We prefer complaints in writing, but we will also accept a complaint by phone or in person and confirm the details back to you in writing.

Contact	Details
Complaints Handling Officer	John Pellegrini MRICS
Email	compliance@ncrics.com (copy to ceo@ncrics.com)
Mail (Myanmar)	Complaints Handling Officer, National Certified Valuers Company Limited, Office 004, Inya Lake Hotel, Yangon, Myanmar
Mail (Australia)	Complaints Handling Officer, NC DLT Asset Evaluators, 46 Edward Street level 9, Brisbane, QLD, Australia 4000
Phone	+61 479 182 724

To help us respond quickly, please include, where possible:

1. your name, organization, and contact details;
2. our job or report reference number and the valuation date;
3. what went wrong, when it happened, and who was involved;
4. copies of any relevant correspondence or documents; and
5. the outcome you are seeking.

Help and accessibility. We will make reasonable adjustments if you need them. For example, we can take your complaint by phone, work with an interpreter, or deal with a representative you nominate. You may write to us in a language other than English, and we will arrange a translation.

Time limits. Please raise your complaint within 12 months of the event, or within 12 months of becoming aware of it. We will still consider a later complaint if there is a good reason for the delay.

4. Stage 1: Investigation and response

Step	What happens	Timeframe
1. Record	We record your complaint and give it a reference number.	Within 1 day of receipt
2. Acknowledge	We confirm in writing that we have received your complaint and tell you your reference number, who is investigating, and when to expect our response. We include a copy of this policy.	Within 7 days
3. Investigate	A team member who was not involved in the work you are complaining about reviews our file and records and speaks with those involved. We may invite you to a meeting or a call.	During the 28 days
4. Respond	We send you a written response explaining what we found, whether we uphold your complaint in full, in part, or not at all, our reasons, any remedy we offer, and how to request a review.	Within 28 days

If we need more time, we will write to you before the deadline to explain why and give you a new date. After that, we will update you at least every 14 days.

Possible remedies include an apology, an explanation, correction of a factual error, a reissued report, a fee reduction or refund, or a change to the way we work.

All timeframes in this policy are calendar days, counted from the day after we receive your complaint or request.

5. Stage 2: Independent internal review

If you are not satisfied with our Stage 1 response, you may ask for a review within 28 days of receiving it. Please email or write to the Complaints Handling Officer and explain why you do not accept our response.

1. We will acknowledge your request within 7 days.
2. Your complaint will be reviewed afresh by Anthony Russo, a senior reviewer who was not involved in the original work or the Stage 1 decision. The reviewer will consider any new information and may meet with you.
3. You will receive our final written response within 28 days of your request. If we need more time, the same notice and update commitments as Stage 1 apply.
4. Our final response will confirm that our internal process is complete and explain how to refer your complaint to independent dispute resolution.

If we have not sent you a final response within 8 weeks of receiving your original complaint, you do not need to wait for Stage 2 to finish. You may go straight to independent dispute resolution.

6. Independent dispute resolution in Australia

If your complaint is not resolved after Stage 2, or if 8 weeks have passed without a final response from us, you may refer it to our nominated independent dispute resolution provider. The provider is approved by RICS and is based in Australia.

Our nominated provider	Details
Provider	RICS Dispute Resolution Service (Australia)
Phone	1300 953 459
Email	drsaus@rics.org
Address	Suite 720, Creek Street, Brisbane QLD 4000, Australia
Website	www.rics.org/drs

Cost. If you are a consumer (an individual acting outside your trade, business, or profession), the service is free of charge to you. We pay the provider's fees.

All clients, wherever located. Whether you deal with our Australian or our Myanmar office, and wherever you are located, complaints that are not resolved through our internal process will be referred to independent dispute resolution in Australia, conducted in English and in accordance with the laws of Queensland, Australia (see section 9).

7. Complaints about a valuation figure

We take every concern about our valuations seriously. However, as RICS-regulated valuers, we must give an independent and objective opinion of value, free from outside influence. This means:

- We will explain how we reached our valuation, including the basis of value, the assumptions made, the evidence relied on, and the method used.
- We will change a valuation figure only to correct a factual or calculation error, or to reflect important information that was not available to us, or was not disclosed to us, at the time. Any change, and the reason for it, will be recorded in writing.
- We cannot change a properly reached opinion of value simply because a different figure is preferred.
- If you would like an independent check, we can suggest that you commission a valuation review from another qualified valuer.

Complaints alleging bias, undue influence, or an undisclosed conflict of interest are escalated directly to our Responsible Principal. Complaints about digital asset valuations, such as tokens, stablecoins, or carbon credits, are reviewed by a valuer with the relevant specialist expertise.

8. Confidentiality and your information

We use the information you give us only to investigate and resolve your complaint and to meet our regulatory obligations. We will not share it without your consent, except with RICS, our dispute resolution provider, our professional indemnity insurers, or where the law requires. We handle personal information in accordance with the Privacy Act 1988 (Cth).

We keep a record of every complaint and its outcome, and we review complaints regularly to improve our service.

9. Governing law and jurisdiction

This policy, and any complaint or dispute arising from our services, is governed by the laws of Queensland, Australia. Where a dispute is not resolved through this policy or independent dispute resolution, it will be determined by the courts of Queensland, Australia, and you and we agree to submit to their jurisdiction.

10. Your other rights

- **RICS.** You may raise concerns about the conduct of an RICS member or regulated firm directly with RICS Regulation at any time (Asia Pacific: regulationapac@rics.org). Our valuations may also be monitored by RICS for compliance with its standards.
- **Legal advice.** You may seek independent legal advice at any time.
- **Consumer rights.** Nothing in this policy limits any rights you have under the Australian Consumer Law or any other consumer protection law that cannot be excluded, including the consumer protection law of Myanmar where it applies to you.

We will never discourage you from contacting our dispute resolution provider, RICS, or any other regulator. If you start legal proceedings, we may pause this process on legal or insurer advice, and we will tell you in writing if we do.

11. About this policy

Item	Details
Policy owner	John Pellegrini MRICS, Responsible Principal
Effective date	June 30, 2026
Next review	December 30, 2026, or sooner if RICS standards or our services change

Item	Details
Standards	RICS Rules of Conduct; RICS Valuation - Global Standards (Red Book), effective January 31, 2025
Copies	Available free on request and referenced in all our terms of engagement