

Provenance Claims Procedure

Date 15 May 2022

Bowins Silver Co.,Ltd has established the Provenance Claims Procedure in the supply chain by following the policy and statement of warranty in concern with conduct supply chain due diligence on all suppliers that supplying silver is sourced only from refineries or smelters that have been independently audited to be conflict-free under OECD due diligence guidance of the following LBMA.

Upon receiving a complaint we will respond by;

- Getting an accurate report of the complaint
- Explaining our complaint procedure
- Finding out how the complainant would like it handled
- Assigning who is appropriate person internally to handle the complaint or assist by redirecting the complain to another entity, such as the relevant supplier, or an institution, such as a relevant industry body
- Where the issue can be handled internally, seek further information where possible and appropriate
- Identifying any actions, implement, monitor, and evaluate the situations by our due diligence management system
- Advising the complainant of any decisions or outcomes
- Keeping records on complains received and the internal process followed, for at least 5 years.

Ms Wilasinee Sarntijaree is responsible for implementing and reviewing this procedure.

Any concern can be raised by interested related parties by the contact details below;

Ms.Wilasinee Sarntijaree

Mobile : +6681-825-9887

Email:wi@bowinsgroup.com