



# COMPLAINT HANDLING POLICY

My Maa Markets LTD(Mauritius)

FSC Licence No.: **GB24203320** | Registered Office: [**Premier Business Center, 10<sup>th</sup> Floor, Sterling Tower, 14 Poudriere street, Port Louis, Mauritius**], Republic of Mauritius

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## 1. PURPOSE

- 1.1. This Complaint Handling Policy ("Policy") sets out the procedures through which Maa Markets (the "Company", "we", "our") receives, handles, investigates, and resolves complaints from clients or prospective clients and ensures compliance with applicable laws and regulatory expectations established by the Financial Services Commission (FSC) and Mauritius law.
  - 1.2. The Company is committed to handling all complaints fairly, transparently, impartially, and promptly, and to improving service delivery based on complaints analysis.
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## 2. SCOPE

- 2.1. This Policy applies to all complaints received from clients, prospective clients, or authorised representatives relating to the Company's products, services, practices, or staff conduct.
  - 2.2. Complaints may be received in any form (e.g., email, letter, written form, online submissions) and must be handled in accordance with this Policy.
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## 3. DEFINITIONS

- 3.1. A complaint means any written or verbal expression of dissatisfaction by a client for which redress is sought, and which has not been resolved at first contact.
  - 3.2. A complainant means the person or entity lodging a complaint under this Policy.
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## 4. COMPLAINTS COORDINATOR

- 4.1. The Company shall appoint a Complaints Coordinator responsible for overseeing the complaint handling process, ensuring compliance with this Policy, and reporting to senior management.



4.2. The Complaints Coordinator shall be the primary contact for all complaint handling activities and shall ensure appropriate investigation and timely resolution of complaints.

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## 5. SUBMISSION OF COMPLAINTS

5.1. A complaint should be submitted in writing and should include:

- Complainant's full name and contact details
- Trading account number (if applicable)
- Details and description of the complaint
- Relevant dates, transactions, or reference numbers
- Desired resolution or remedy.

5.2. Complaints may be submitted via:

- Email to: [compliance@maamarkets.com]
  - Postal mail to: [**Premier Business Center, 10<sup>th</sup> Floor, Sterling Tower, 14 Poudriere street, Port Louis, Mauritius**]
  - Any Company complaint form or client portal mechanism.
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## 6. ACKNOWLEDGEMENT AND RECORDING

6.1. Upon receipt, the Company will acknowledge the complaint within five (5) business days of receipt.

6.2. Each complaint shall be recorded in the Complaints Register, including:

- Unique reference number
  - Date received
  - Complainant details
  - Nature of complaint
  - Assigned handler
  - Status and actions taken.
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## 7. INVESTIGATION AND RESOLUTION

7.1. The Complaints Coordinator shall oversee a fair, thorough, and impartial investigation, which may include communication with relevant departments and the complainant.



7.2. The Company endeavours to resolve complaints within thirty (30) calendar days of receipt. If more time is needed, a written update explaining the reasons for delay and the expected timeframe shall be provided.

7.3. A final response will be provided in writing to the complainant, outlining:

- Outcome of the review
- Reasons for the decision
- Any remedial actions proposed.

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## 8. REMEDIAL ACTION AND REDRESS

8.1. Where the Company determines that redress is appropriate, such redress may include:

- Financial compensation
- Reversal or adjustment of charges
- A written apology
- Corrective action to prevent recurrence.

8.2. The form of redress shall be fair and proportionate to the circumstances of the complaint.

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## 9. ESCALATION AND REGULATORY REFERRAL

9.1. If a complainant remains dissatisfied after the Company's final response, they may escalate the complaint to:

- Office of Ombudsperson for Financial Services,  
Mauritius 8th Floor, SICOM Tower, Wall Street,  
Ebene Cybercity 72201

Tel: (230) 460 0473/4 | Email: [ombudspersonfs@ofsmauritius.org](mailto:ombudspersonfs@ofsmauritius.org)

9.2. Alternatively, complaints may be filed with the FSC via the online complaints form on the FSC website if not resolved satisfactorily.

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## 10. CONFIDENTIALITY

10.1. All information related to complaints shall be handled confidentially and in accordance with applicable privacy and data protection laws.



## **11.RECORDKEEPING AND REPORTING**

11.1.All complaint records, correspondence, and outcomes shall be retained for a minimum of seven (7) years after closure.

11.2.The Complaints Register shall be made available to regulatory authorities upon request.

11.3.Periodic reports on complaints received and trends shall be presented to senior management for oversight and continuous improvement.

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## **12.REVIEW OF POLICY**

12.1.This Policy shall be reviewed annually or as needed to ensure compliance with changes in law, regulation, or industry practice.

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## **13.COMMUNICATION OF POLICY**

13.1.This Policy shall be communicated to all staff and made available to clients via the Company's website and upon request.

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### **Approval**

Board of Directors / Senior

Management My Maa Markets LTD

Date: \_\_\_\_\_