



COMPLAINTS PROCEDURE

May 2025

Risk Warning: Trading Forex and Contracts for Difference (CFDs) on margin carries a high level of risk and may not be suitable for everybody. The high degree of leverage can work against you as well as for you.

Before deciding to trade Forex and CFDs, you should carefully consider your trading objectives, level of experience and risk appetite. The possibility exists that you could sustain a loss of some or all of your initial trading capital. You should be aware of all the risks associated with trading Forex and CFDs and seek advice from an independent adviser if you have any doubts.

EBC Financial (MU) Limited (“the Company”) is committed to provide the highest standard of customer service and to maintain its reputation. Our customers are the heart of our business and we always strive to exceed their expectations by constantly delivering on our promises. Responsiveness, efficiency, integrity, fairness and quality are among the highest goals that we set for ourselves in all our dealings.

The company recognizes that customer complaints are important source of feedback and that not all grievances in fact, surface as Complaints.

In this respect, the company shall remain alert and sensitive to customer complaints, which are treated with the utmost sincerity and fairness, with a view to cure poor experiences suffered by clients through a resulting continuous process improvement.

Objectives of the Complaints Handling Policy:

1. provide a framework for officers when handling complaints from customers,
2. ensure consistency within the Company in handling and resolving complaints from customers,
3. help the Company in identifying shortcomings in processes and service quality,
4. understand the root cause of complaints and based thereon, review the delivery standards, update the training program and implement deterrent and disciplinary measures.

SCOPE

This Policy concerns all business units and functions of the Company, with particular emphasis on those having direct interaction with customers.

It is important when dealing with complaints from clients that a positive attitude be maintained towards resolving the reported issues to the satisfaction of the customer. Thus, this Policy contains the steps to handle complaints.

CUSTOMER COMPLAINT HANDLING PROCEDURES

A complaint is an expression of dissatisfaction by one or more clients about the Company’s action or lack of action relating our service that does not meet the requirements of the client. It only relates to acts and omissions of the Company made within a period of one year (12 months) as from the date thereof, which causes a customer to be aggrieved.

The company values customer feedback and complaints and puts the complainant at the heart of the process in order to continuously improve on its standards and service.

Complaints can come in different ways:

- **Complaints by Telephone**

The complainants can contact us on +230 4642668 during working hours. The employee receiving the complaint should make a note of the substance of the complaint as soon as possible and channel same to the Compliance

- **Face-To-Face Complaints OR Complaints in Person**

We invite customers to drop in at premises and meet our representative who will care to listen to the complaint and advise you accordingly.

- **Complaints in Writing**

For any written complain send it to: The Compliance Officer (Complaints):

3rd Floor, Standard Chartered Tower, Bank Street, Cybercity, Ebene, Mauritius

- **Complaints by Email**

Complainants are invited to email their complaints to complaints@efl.com

We acknowledge that mistakes can occur at any stage of a process due to a number of reasons/factors out of which some may be within and others beyond our control. It is not in our policy to create a 'blame culture' but instead to take reasonable action to resolve any issues at the earliest in order to satisfy our customers and create a relationship of trust.

RESOLUTION OF COMPLAINTS

All complaints should be sent to the Compliance Officer. The Compliance Officer shall liaise with the Director for a decision to resolve the complaint.

In the event the Compliance Officer is involved in the subject matter of the complaint, the complaint should be referred to the Director directly. In the event both the Compliance Officer and the Director are involved in the subject matter of the complaint, the matter should be referred to a Director who is not involved in the complaint. Any decision taken along with the complaint shall then be communicated to the Compliance Officer in order to update the complaints log.

COMPLAINTS LOG

Upon receiving a complaint, client facing officers I other concerned employee should immediately channel the complaint to the Compliance Officer and the Board.

The Compliance Officer shall be responsible to maintain and review the Company's complaints Log to identify potential weaknesses and other compliance issues.

REPORTING

The Compliance Officer will regularly review the Company's complaints log to improve complaints handling procedures, operating processes and services as appropriate. A report shall be made available to Management and the Board.

TIME FRAME FOR SETTLING ISSUES

Where a complaint can be resolved on the spot, this will be favoured.

In case, a complaint cannot be resolved on the spot, the customer should be requested to submit the complaint in writing.

The Company will try to resolve the complaint within a period of one month from its receipt.

COMPLAINT TO FINANCIAL SERVICES COMMISSION

Complainants should be informed that in case they are aggrieved by an act or omission, they may make a complaint in writing to the Financial Services Commission.

If the complaint concerns a commercial dispute or unsatisfactory service, the complainant should first lodge the complaint promptly with the company. If the complainant does not receive a satisfactory response after follow-ups with the Company, he/she may then consider lodging the complaint with FSC directly. Where the matter concerns improper conduct by the Company, the complainant may consider lodging the complaint with the office of the Ombudsperson on the below contact details:

Office of Ombudsperson for Financial Services:

Address: 8th Floor, SICOM Tower Wall Street Ebene

Telephone number: 468-6475

Fax number: 468-6473

Email: ombudspersonfs@myt.mu