COMPLAINTS HANDLING POLICY
EGM Mauritius Ltd ("Equiti")
Effective: October 2026

1. Equiti endeavors to offer its customers the highest standard of service in all aspects of its business. However, in the unlikely event of you having any reasons where our service do not meet your satisfaction, Equiti maintains this Complaints Handling Policy to ensure any complaints are dealt with appropriately.

2. If you have a complaint, in the first instance, please contact our Support team by email at support.mau@equiti.com who will do their best to resolve any issues you may have.

3. Whilst we aim to resolve your issue within five (5) business days, this may not always be possible. Thereafter, your complaint should be resolved within eight (8) weeks following the day of receipt.

4. If our Support Team is unable to resolve your issue by the end of the fifth (5^{th}) business day, or where you continue to be dissatisfied with our resolution, you may then refer your complaint to our Compliance Department via email at: compliance_mauritius@equiti.com

5. When referring your complaint to the Compliance Department, please clearly detail all the relevant information and provide any supporting evidence that you think may assist the Compliance Team in resolving your complaint promptly.

6. Upon receipt, your complaint will be forwarded to relevant staff who will investigate and assess your complaint diligently, fairly and promptly. We may also write to you should we need further information.

7. We will inform you of the progress made in dealing with your complaint, where your complaint will be dealt with, at the latest, within eight (8) weeks of date of receipt.

8. However, if we are unable to resolve your complaint within eight (8) weeks, we will contact you in writing to explain why we are not in a position to issue a final response to your complaint and provide an indication of when we expect to be able to provide one.

9. Where we consider that you are entitled to financial redress and believe that we have fully addressed your complaint, we will include details of this within the letter.

10. Where redress is agreed by us, unless you reject our offer, we will provide this within four (4) weeks of issuing our final response.

11. Should you remain dissatisfied with our final response, in some instances you may have the right to escalate your complaint to our supervising regulatory authority, the Financial Services Commission of Mauritius. You may do so by visiting their website at https://complaints.fscmauritius.org/.