



COMPLAINT HANDLING AND PROCESSING POLICY

www.xelansmarkets.com

1. Summary of Complaints Procedure

Xelans Markets Limited fully adheres to the rules on complaint handling.

Xelans Markets Limited will follow these 4 steps to ensure your complaint is dealt in an appropriate manner:

- a. We will record the details of your complaint and contact you within 48 hours of receipt of the complaint and confirm who will be your contact person at Xelans Markets Limited.
- b. We will then thoroughly investigate the basis of the complaint using all the information available to us.
- c. You will remain informed of the status of your complaint throughout the investigation.
- d. After the investigation is concluded we will correct any errors on the part of Xelans Markets Limited.
- e. We will then let you know the outcome of our investigation.

2. Information Required

When making a complaint please could you include the following information:

- Your account number held with Xelans Markets Limited
- Your name and surname
- A description of the problem and affected transaction number (if applicable)
- The date and time that the issue arose
- Any other supporting materials for the complaint

Contact details to lodge your complaint can be found in Item 4 below.

3. Timescales

We will always try to deal with your complaint as quickly as possible. An initial response will be sent to you within 48 hours of receiving the complaint. Within the email we will provide you with further details on the process we will take to investigate your complaint.

We endeavour to resolve all complaints within a 4-week period. If for any reason this will not be possible, we will write to you notifying you of this. At the latest, your complaint will be dealt with within 8 weeks from the date of receipt of the complaint. We are committed to resolving complaints through our Complaints Handling Procedure.

4. Contact Details

Please direct your complaints to the following:

In writing: 1st Floor, Standard Chartered Tower, 19, Cybercity, Ebene, Mauritius

Over the phone: [+230-4906000](tel:+2304906000)

Via email to: contact@xelansmarkets.com