



# Complaint Handling Policy

AUGUST 2025

OnEquity (MU) Ltd is regulated by the Financial Services Commission Mauritius ("FSC") under license number GB23201814 as an Investment Dealer (Full Service Dealer, Excluding Underwriting).

This Complaint Handling Policy describes the procedure through which the clients of OnEquity (MU) Ltd (the "Company", "OnEquity") may submit a formal complaint related to the services provided by the Company.

OnEquity is committed to ensuring that the Clients' complaints are handled fairly, promptly and transparently, in line with applicable legal and regulatory requirements.

## 1. Scope

This policy applies to all Clients of OnEquity who wish to raise concern, provide feedback or make a formal complaint about any aspect of the company's products or services.

## 2. Complaint Handling Procedure

### Step 1 – Submit your complaint

Clients are required to submit their complaint in writing. Please include the following details to facilitate a thorough review:

- Full name and account number
- Contact details
- Date and time of the incident
- Names of any OnEquity staff involved, if applicable
- A detailed description of the issue or concern
- Supporting documents or evidence

Complaints should be submitted via email to [compliance@onequity.com](mailto:compliance@onequity.com)

## **Step 2 – Acknowledgement of Complaint**

OnEquity will acknowledge receipt of the complaint via email within two (2) business days of receiving the complaint. The acknowledgement will include an approximate day by which a formal response can be expected.

## **Step 3 – Review and Response**

OnEquity may contact you to request further details or clarification, if necessary. Once all relevant information has been collected, OnEquity will provide a written response detailing the Company's position and where applicable, offer a proposed solution to resolve the matter.