Mento MARKETS

Complaints Handling Procedure

CONTENT

Mento Markets (Mauritius) Ltd.
5th Floor, Docks 1, the Docks,
Caudan, Port Louis,
Mauritius

1. INTRODUCTION

This Procedure sets out the procedures followed by Mento Markets (Mauritius) Ltd. (hereinafter referred to as the "Company") in relation to the receipt, handling, investigation and resolution of complaints submitted by clients in a fair, transparent and efficient manner.

The Company provides online trading services under its own regulatory authorisation and may appoint third-party technology, infrastructure, customer-support and other service providers. The Company remains responsible for ensuring that complaints relating to its services are received, investigated and resolved fairly, transparently and efficiently.

The Company is committed to treating clients fairly and ensuring that complaints are handled in accordance with applicable laws and regulatory requirements of the Republic of Mauritius, including those issued by the Financial Services Commission Mauritius ("FSC"), the Office of the Ombudsperson for Financial Services, and the Financial Intelligence and Anti-Money Laundering Act 2002 ("FIAMLA"), together with all applicable rules, regulations, guidelines and industry best practices.

2. OFFICIAL COMPLAINT

A Complaint must be submitted in writing via email to compliance@mentomarkets.com which is also made available on the Company's website.

Complaints should be submitted from the client's registered email address and as soon as reasonably practicable following the occurrence of the issue giving rise to the Complaint.

All complaints must be clear, complete and contain sufficient information to enable proper investigation. The Company reserves the right not to process communications containing offensive, abusive, defamatory, threatening or inappropriate content.

To facilitate investigation, the client should provide:

- full name and surname;
- account number;
- contact details;
- description of the complaint;

- affected transaction number(s), where applicable; and
- date and time of the issue.

3. ACKNOWLEDGEMENT OF COMPLAINTS

The Company shall acknowledge receipt of a complaint within three (3) Business Days.

The acknowledgement may include a reference number and details of the department responsible for handling the complaint.

4. HANDLING AND INVESTIGATION OF COMPLAINTS

Should you wish to raise a formal complaint please send an email to compliance@mentomarkets.com. This mailbox is managed by the Compliance Department.

5. TIMEFRAME FOR RESOLUTION

The Company shall endeavour to resolve all complaints as promptly as reasonably practicable, taking into account the complexity and nature of each complaint.

A final response shall normally be provided within thirty (30) Business Days from receipt of the complaint, provided that all necessary information has been made available as requested by the Company.

Where additional time is required, the client shall be informed of the delay, the reasons for it and the expected resolution timeframe.

6. FINAL RESPONSE

Upon completion of the investigation, the Company shall issue a written final response setting out:

- the outcome of the complaint;
- the Company's decision; and
- where applicable, any remedial or corrective actions taken.

The Company shall also inform the client of any further available options where the client remains dissatisfied.

7. REJECTION OF COMPLAINTS

The Company may reject or discontinue a complaint where:

- the complaint did not meet the requirements if it does not comply with this Manual;
- insufficient information is provided;
- it is frivolous, vexatious, abusive or submitted in bad faith;
- it has already been resolved;
- it falls outside the Company's control; or
- it relates to disputed non-trading operations where funds have been transferred, withdrawn, or utilised during an ongoing dispute.

Where appropriate, the client shall be informed of the rejection and the reasons thereof.

8. ESCALATION OF COMPLAINTS TO THE FSC

In the event the client is not satisfied with the final decision of the Company, or in the unlikely event that the Company is unable to resolve the complaint within the timescales of this Manual, the client may make a complaint to the FSC on its Online Complaints Portal.

The FSC has launched its Online Complaints Portal effective as from 16 March 2026 which is intended for the submission of complaints relating to:

- the FSC Mauritius;
- entities holding a Global Business Licence issued by the FSC Mauritius; and
- entities suspected of conducting financial services activities without a licence.

All complaints to the FSC must be submitted exclusively through the Online Complaints Portal only and supported by relevant documentation. Should complaints be made unanimously, by phone, email, through the website contact form, or in-person submissions, the complaints shall be rejected.

Complaints submitted through the portal are registered electronically and processed in accordance with the FSC's established complaints-handling procedures. Anonymous complaints or complaints containing false or inaccurate contact details will not be considered.

The FSC Online Complaints Portal is accessible at https://complaints.fscmauritius.org/.

The FSC also maintains a Whistleblowing Desk under Section 45 of the Financial Services Act. Reports relating to misconduct, regulatory breaches, or suspicious activity may be submitted via email to whistleblowingdesk@fscmauritius.org or by post or in person.

Further information is available at https://www.fscmauritius.org.

9. CONFIDENTIALITY, AML, AND REGULATORY OBLIGATIONS

All complaints and related information shall be treated confidentially and in accordance with applicable laws, including FIAMLA, AML/CFT obligations, sanctions requirements, and data protection laws.

Nothing in this Manual shall require the Company to disclose information where such disclosure would breach legal, regulatory or AML/CFT obligations.

The Company reserves the right to suspend or restrict the handling of a complaint where fraud, suspicious activity or regulatory reporting obligations arise.

10. RECORD KEEPING

The Company shall maintain records of all Complaints, investigations, correspondence and outcomes in accordance with applicable legal and regulatory requirements. Records shall be retained for the minimum period prescribed under applicable law and internal policy.

11. FURTHER CONTACT DETAILS

MENTO MARKETS (MAURITIUS) LTD.
5th Floor, Docks 1, the Docks,
Caudan, Port Louis,
Mauritius