



## Complaints Handling Policy



## I. Introduction

Fundify Limited (“Fundify”, “the Company”, “we”, “us”, or “our”) is a Mauritius-regulated investment firm licensed by the Financial Services Commission (FSC), Mauritius, as an **Investment Dealer (Full Service Dealer, Excluding Underwriting)** under Section 29 of the Securities Act 2005. The Company is registered in Mauritius under registration number **C207196**, licence number **GB24202844**, with its registered address at 1/F River Court, 6 St. Denis Street, Port Louis, 11328, Mauritius.

We are committed to providing the highest standards of service to our clients. However, we recognise that there may be occasions where a client is not fully satisfied with our services. This Policy outlines how Fundify handles complaints, ensuring that they are resolved promptly, fairly, and in compliance with FSC rules and recognised good-governance standards.

## II. Definition of a Complaint

A “complaint” means any expression of dissatisfaction, whether justified or not, by or on behalf of a client regarding the provision of, or failure to provide, any service by Fundify, or redress in respect of such service — where:

- the complaint relates to activities within Fundify’s regulatory scope; and
- the complainant alleges (or may allege) they have sustained or may sustain financial loss, material distress, or material inconvenience.

Fundify treats all complaints seriously, whether minor or significant, and commits to handling each with equal diligence and care.

## III. How to Make a Complaint

Clients wishing to make a complaint may do so via the following channels:

Email: [customersupport@fundifylimited.com](mailto:customersupport@fundifylimited.com)

Post: Compliance Department, Fundify Limited, 1/F River Court, 6 St. Denis Street, Port Louis, 11328, Mauritius

Phone: +230 208 9022

By a third party acting on behalf of the client, provided written authorisation is supplied

Complaints may be submitted verbally or in writing. Where a complaint is made verbally (e.g. telephone), Fundify may request a written confirmation to assist in investigation.

## IV. Complaints Handling Process

### 1. Acknowledgement:

Fundify will send an acknowledgement (in writing or via email) **within three (5) working days** of receiving a complaint, enclosing a copy of this policy. As part of this acknowledgement, we may provide a brief summary of the complaint as understood by



us to ensure accuracy and mutual understanding. If anything is missing or unclear, you can let us know and we will update the details before we proceed with the investigation.

## 2. Investigation:

The complaint will be investigated impartially by a member of the Compliance team — or another suitably qualified person — who was not involved in the event giving rise to the complaint. All relevant facts, documents and circumstances will be reviewed.

The member of the Compliance Team – or another suitably qualified person – shall escalate the matter to the compliance Officer and, or Senior Management for an enhanced and final review of the case.

## 3. Final Response:

We endeavour to provide a **final written response within Fifteen (15) working days** from the date the complaint was received. The response will detail:

- findings of the investigation,
- the decision or view of the Company,
- any remedial action or proposed redress (if applicable), or the reason for rejecting the complaint,
- information on how the complainant may escalate the matter if dissatisfied.

If we are unable to provide a final response within 15 working days (e.g. due to complexity), we will inform the complainant and provide a revised timeline for resolution.

## V. Escalation to the Financial Services Commission / Office Of Ombudsperson

The Ombudsperson for Financial Services is the independent dispute-resolution authority for customers of non-bank financial institutions in Mauritius, including FSC-regulated investment dealers such as Fundify.

You may refer your complaint to the FSC / OFS if:

- Fundify has issued its final response and you remain dissatisfied; or
- Fundify has not responded within 15 working days; or
- you believe you have suffered financial loss, material distress, or unfair treatment.

The service is free-of-charge.

To assist with your submission, the FSC / OFS provides a standard complaint platform, which can be accessed here: <https://www.fscmauritius.org/en/consumer-protection/complaints-handling/complaints-form>

Below are additional details of the Office of the Ombudsperson for Financial Services using the contact details below.

### Office of the Ombudsperson for Financial Services

8th Floor, SICOM Tower  
Ebène  
Mauritius



Telephone: (+230) 460 0473/4

Fax: (+230) 468 6473

Email: [ombudspersonfs@govmu.org](mailto:ombudspersonfs@govmu.org)

Website: <https://www.ofsmauritius.org>

## VI. Record Keeping

Fundify shall maintain complete and accurate records of all complaints, supporting documentation, investigation notes, and correspondence for a minimum of **seven (7) years**, or longer if the client relationship persists.