Complaint Handling Policy

Last updated: 06. 07. 2026

1. Introduction

Metritax (MU) Ltd (the "Company", "we", "us") is incorporated in the Republic of Mauritius (registered number 235525 GBC) and licensed as an Investment Dealer (Full Service Dealer, excluding underwriting) by the Financial Services Commission of Mauritius (licence number GB26206169).

The Company is committed to delivering high-quality services to its clients. Where a client is dissatisfied with any aspect of those services, the Company operates an independent and objective complaints resolution system, set out in this Policy, to address and resolve concerns promptly and fairly.

The Company is committed to handling all complaints fairly, transparently, consistently and without unreasonable delay. Complaints are viewed as an opportunity to improve the quality of the Company's services and to strengthen customer confidence.

This Policy governs the effective, clear, and timely handling of Complaints and disputes submitted to the Company in relation to its performance and procedures. It should be read together with the Customer Agreement and the Privacy Policy, both available on the Company’s website.

2. What constitutes a Complaint

For the purposes of this Policy, a "Complaint" means a written expression of dissatisfaction or grievance, relating to the Company’s products or services, for which redress is sought and which has not been resolved by the Customer Support department. Complaints are distinct from customer feedback, opinions, inquiries, and requests.

A "Complainant" means a client of the Company who has submitted a Complaint to the Company under this Policy.

Complainants should take care not to confuse inquiries with Complaints, and should address each to the correct team and email address so that it can be dealt with promptly and appropriately. Where the Company receives a notification through its designated Complaints channel that does not fall within the definition of a Complaint and is properly characterised as an inquiry or request, the Company will forward it to the relevant department to be handled accordingly and will inform the sender that it has done so.

3. How to submit a Complaint

All Complaints against the Company must be sent to: complaints@metritax.com

To enable the Company to investigate as efficiently and promptly as possible, the Complainant should provide: their full name; their trading account number; a description of the Complaint and the date(s) of the relevant events; the affected transaction(s), if applicable; the subject matter of the Complaint; and the way in which they would like the Complaint to be resolved.

4. Acknowledgement and registration

The Company will acknowledge each Complaint by email within five (5) working days of receipt. Where a grievance falls within the definition of a Complaint, a member of the Back office team will record it in the Complaints Register and allocate it a unique reference number, which will be communicated to the Complainant in the acknowledgement.

The member of the Back office team will assign the Complaint to the relevant department, e.g. such as Customer Support, dealing team or payments processing, for resolution so far as feasible. Where a Complaint raises concerns of fraud, scams, financial crime, money laundering, adverse media, or related matters, it will be reported to the Compliance Officer within forty-eight (48) hours of the concern being identified.

If the Complaints handling team or the Customer Support department has questions about a Complaint, these will be put to the Complainant in writing by email.

All complaints shall be handled impartially and shall be assessed on their individual merits. The Company shall take reasonable steps to ensure that individuals responsible for investigating a complaint are sufficiently independent from the circumstances giving rise to the complaint.

5. Investigation of Complaints

When investigating a Complaint, the Company will thoroughly examine and assess:

- the details, facts and information provided by the Complainant;
- the facts and information provided by the team, responsible for the provision of the relevant services, where applicable;
- information and data retrieved from the Company's records, including (without limitation) the Complainant's transactions, trading history, correspondence, emails, recorded telephone calls, KYC records, and IT data; and
- the events leading to the Complaint.

The Company may, at any stage of the process, require the Complainant to provide additional information or documentation, including (without limitation) updated due diligence documentation and registration data. The Complainant's cooperation is required for the Company to handle the Complaint.

All non-trivial Complaints and grievances will be brought to the attention of Senior Management, and their resolution must be approved by Senior Management. On completion of the investigation, a report setting out the facts will be prepared and submitted to Senior Management, which will decide on the formal response to the client and the action to be taken.

On completion of the investigation, the member of the Back Office will inform the Complainant in writing of the results of the investigation and the actions taken to satisfy the Complainant's demand(s), without unnecessary delay and in simple language that is clearly understood.

The Company shall ensure that each complaint is investigated thoroughly, fairly and objectively, taking into consideration all relevant information available at the time of the review. The Company shall communicate with the complainant in clear and understandable language and keep the complainant informed of any significant developments during the investigation process.

The Company treats all Complaints and all Complainants equally and without discrimination, in accordance with this Policy. The Company collects no data about the Complainant beyond what is needed to settle the Complaint.

Where a complaint identifies weaknesses in the Company's processes, controls or service delivery arrangements, the Company shall take appropriate corrective action to address the underlying issue and minimise the risk of similar complaints arising in the future.

6. Timeframes

On receipt of a Complaint, the Company will acknowledge it promptly and will aim to resolve it within thirty (30) working days where feasible, or, in some cases, within a longer period as the matter requires. The Back office team oversees the transparent, independent, and efficient handling of all Complaints and their resolution within the following timeframes:

- acknowledgement: within 5 working days of receipt;
- full reply: within 21 working days of receipt;
- resolution: within 30 working days of receipt.

If a full reply cannot be given within 21 working days of receipt, the Company will inform the Complainant accordingly and indicate when a full reply will be provided. The Company will notify the Complainant of any change to the applicable timeframe at the earliest opportunity.

Where additional time is required to complete an investigation, the Company shall provide the complainant with an update on the progress of the matter and the reasons for the delay.

7. If the Complainant remains dissatisfied

Where a Complainant is dissatisfied with the outcome of a complaint, the Company will undertake a further review of the matter where appropriate and provide any additional clarification requested.. The Complaint will then be reviewed objectively and on its merits, with the guidance of the Board members and the Compliance team, and every effort will be made to address it in a fair, unbiased, and equitable manner.
If the Complainant remains dissatisfied with the resolution proposed and the actions taken, they may refer the matter to the Financial Services Commission by completing the online complaints

form at https://www.fscmauritius.org/en/consumer-protection/complaints-handling/complaints-form .

8. Complaints Register, records, and monitoring

The Company shall maintain a Complaints Register containing details of all complaints received, including the date received, the complainant's details, the nature of the complaint, actions taken, the outcome of the investigation, the date of resolution and any remedial measures implemented.

Senior Management and the Board shall receive periodic information regarding complaints received, complaint trends, significant complaints, resolution outcomes and any corrective measures implemented. This information shall be used to assess the effectiveness of the Company's complaint handling arrangements and identify areas for improvement.

After a Complaint is settled, the Company will retain every document relating to it in electronic form for a period of seven (7) years after the closure of all of the customer’s accounts or the termination of the business relationship.

9. Confidentiality

All Complaints, whatever their nature, are treated in confidence and handled in accordance with the requirements of the Data Protection Act 2017.

Information relating to a complaint shall only be shared with persons who require access to the information for the purpose of investigating, resolving or overseeing the complaint, or where disclosure is required by law or a regulatory authority

10. Review and amendment

This Policy will be reviewed annually, or more frequently where required due to changes in applicable laws, regulations, business activities or complaint trends. The Board shall ensure that the Policy remains effective, appropriate and consistent with the Company's regulatory obligations. Any necessary amendments will be made to strengthen the Company’s commitment to handling Complaints transparently and to improve overall service quality.