



MADE  **TRADING**

WHERE TRADERS TRADE

Made4Trading

Complaint Handling Policy

June 2026



Made4Capital Limited

Level 1, IconEbene 1, Reduit Road,
Cybercity, Ebene. 72201, Mauritius.

www.made4trading.com

1. Overview

Made4Capital Limited, trading as “Made4Trading” (hereafter the “Company”, the “Firm”, “we”, “us” or “our”) is a Company duly incorporated and registered under the laws of the Republic of Mauritius bearing company number 234336GBC, authorized and regulated by the Financial Services Commission of Mauritius (FSC) with licence number GB26205996.

The Company aims to provide efficient, fair, and client-focused services to all its clients. The Company has appointed a Compliance Officer/Senior Officer to efficiently ensure the proper handling of any complaints from the Clients. This is to allow the Company to resolve and apply mandatory measures to avoid any recurring issues.

2. Customer Protection

Financial consumers have the right to submit complaints to the Company regarding any financial service, transaction, or conduct affecting them. The Company shall ensure that all complaints are handled fairly, transparently, efficiently, and within a reasonable timeframe, in accordance with applicable laws, regulatory requirements, and internal complaint-handling procedures.

2.1 Procedures

The Compliance/Senior Officer shall be responsible to ensure the proper handling of Client complaints, except in the case where the complaint involves the Compliance Officer, whereby the complaint shall be handled by the Representative Officer.

The Client may register a complaint by completing the complaint form, using any of the following options:

- Email: Compliance@made4trading.com
- Postal Address: Level 1 IconEbene 1, Reduit Road Cybercity, Ebene, MAURITIUS.

- I. Upon receipt of a complaint from a Client, the Company shall acknowledge the complaint in writing within seven (7) business days from the date of receipt. The acknowledgement shall confirm that the complaint has been received and is under review in accordance with the Company’s internal complaint-handling procedures and applicable Mauritian laws and regulatory requirements.
- II. The Company shall conduct a fair, impartial, and timely assessment of the complaint and shall endeavour to provide the Client with a response within thirty (30) business days from the date the complaint was received. Where the Company is unable to resolve the matter within this timeframe, the Client shall be informed in writing of:
 - the reasons for the delay;
 - the status of the investigation; and
 - the estimated timeframe within which the matter is expected to be resolved.
- III. The Company shall use its best efforts to provide the Client with a final written response within sixty (60) business days from the date the complaint was submitted. The final response shall include:
 - the outcome of the investigation;
 - the Company’s decision and reasons supporting the decision; and
 - details of any remedial action or resolution proposed by the Company, where applicable.

- IV. Where the complainant remains dissatisfied with the Company's final response, or where the complaint has not been resolved within a reasonable timeframe, the complainant may refer the matter to the **Office of the Ombudsperson for Financial Services** for independent review and resolution, in accordance with the Ombudsperson for **Financial Services Act 2018**.
- V. The Company shall cooperate fully with the Office of the Ombudsperson for Financial Services, the Financial Services Commission, and any other competent regulatory authority in relation to the handling, investigation, or resolution of complaints, including the provision of relevant records, documents, and information where lawfully required.
- VI. All complaints received by the Company shall be properly recorded and maintained in the company's complaints register together with supporting documentation, correspondence, actions taken, and outcomes reached. Such records shall be retained for at **least 7 years**, in accordance with applicable Mauritian legal and regulatory record-keeping requirements.

The contact details for relevant complaint handling authority for Financial Services in Mauritius are set out below:

a) Office of the Ombudsperson for Financial Services (OFS)

Address: Ground Floor / 8th Floor, SICOM Tower, Wall Street, Ebene Cybercity 72201, Mauritius

Phone : (230) 460 0473 / 460 0474

Fax: (230) 468 6473

Email: ombudspersonfs@ofsmauritius.org

Website: [Office of Ombudsperson for Financial Services](#)

The Office of the Ombudsperson for Financial Services was established under the Ombudsperson for Financial Services Act 2018 to receive and deal with complaints made by consumers of financial services against financial institutions.

b) Financial Services Commission

Address: FSC House, 54 Cybercity, Ebene, Republic of Mauritius

Phone: (230) 403 7000

Email: fscmauritius@intnet.mu

Website: [Financial Services Commission Mauritius](#)

The Financial Services Commission is the integrated regulator for the non-bank financial services sector and global business in Mauritius and may receive complaints falling outside the jurisdiction of the Ombudsperson for Financial Services.

3. Client Records

The Client shall provide all relevant documentation, correspondence, and any additional information reasonably requested by the Company in order to facilitate the proper investigation and resolution of the complaint.

All complaint records, supporting documents, internal assessments, correspondence, and resolutions shall be maintained securely and confidentially by the Company in accordance with applicable Mauritian legal and regulatory requirements for a minimum period of seven (7) years.

Possible documentation to be provided (client statement, correspondence with the Company as well as any other supporting documentation to be requested by the Company which is relevant to the Client's complaint).

Date and place

Client Signature

<i>For internal use only:</i>	
Complaint Received By:	Date:
Acknowledgement sent to Client:	<input type="checkbox"/> Yes - <input type="checkbox"/> No
Informed Client of initial action:	<input type="checkbox"/> Yes - <input type="checkbox"/> No
Final response provided to Client:	<input type="checkbox"/> Yes - <input type="checkbox"/> No
Holding response provided to Client:	<input type="checkbox"/> Yes - <input type="checkbox"/> No - <input type="checkbox"/> N/A