MADE4TRADING
WHERE TRADERS TRADE

Made4Trading

Complaint Handling Policy

Made4Capital Limited
Level 1, IconEbene 1, Reduit Road,
Cybercity, Ebene. 72201, Mauritius.

www.made4trading.com

1. Overview

Made4Capital Limited, trading as Made4Trading (hereinafter the "Company" or the "Firm") is a company duly incorporated and registered under the laws of the Republic of Mauritius bearing company number 234336GBC, authorised and regulated by the Financial Services Commission of Mauritius (FSC) with license number GB26205996.

The Company is committed to providing efficient, fair, and client-focused services to all its clients. Where a client experiences a concern or dissatisfaction with any aspect of the Company's services, the Company shall ensure that such complaints are handled with the utmost seriousness, impartiality, and in full compliance with applicable laws and regulatory requirements.

The Company has appointed a Compliance Officer (CO) and Senior Officer to ensure the proper handling of all complaints received from clients, regulators, or any other parties.

2. Definition of Complaint

A complaint is any expression of dissatisfaction received from a client, regulator, or other party. The following is a non-exhaustive list of matters that may constitute a complaint:

- Any matter which could result in the client suffering a financial loss;
- Any matter which involves, or is alleged to involve, a breach of any statutory or regulatory requirement;
- Any allegation that the Company acted outside the terms of a relevant client agreement;
- Any allegation that the Company's conduct fell below the standard of competence and care which the client could reasonably have expected, and which might lead to financial loss or regulatory action;
- Any allegation of bad faith, malpractice, or impropriety;
- Any repetition or recurrence of a matter that has previously been the subject of a complaint;
- Poor service delivery or unreasonable delays in providing services;
- Over-charging fees or other costs.

Important: Where a complaint alleges fraud, forgery, money laundering, or any other criminal activity, it must be referred immediately to the Compliance Officer (CO) and Money Laundering Reporting Officer (MLRO) and handled accordingly.

3. Customer Protection

Clients 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 the Company's internal complaint-handling procedures.

---

4. Responsible Person

The CO and Senior Officer shall be responsible for ensuring the proper handling of all client complaints. Where a complaint involves the CO, it shall be escalated to and handled by the Chief Executive Officer (CEO) or another appropriate member of Senior Management.

Every complaint must be:

- Reported to the CO;
- Recorded using the Complaint Form set out in the Annex to this Policy; and
- Logged immediately into the Complaints Register, which is maintained as a sub-folder within the Compliance Folder on the Company's network.

The Complaints Register shall capture the following information as a minimum:

- Date the complaint was received;
- Date the complaint was reported to the CO;
- Name of the complainant;
- Contact details of the complainant (name, address, telephone number, email address and passport or ID number);
- Nature and description of the complaint;
- Who handled the complaint;
- Whether the complaint involves a breach of a regulatory requirement;
- How the complaint was investigated;
- Remedial action taken; and

- Whether the FSC or the Professional Indemnity Insurer was notified, and if so, the date of notification.

---

5. Complaint Handling Procedures

5.1 How to Submit a Complaint

A client may register a complaint by completing the Complaint Form (set out in the Annex to this Policy) and submitting it via any of the following channels:

Complaint Submission Channels

Email: compliance@made4trading.com

Postal Address: Level 1, IconEbene 1, Reduit Road, Cybercity, Ebene, Mauritius

5.2 Acknowledgement

Upon receipt of a complaint, the Company shall acknowledge the complaint in writing within five (5) working days from the date of receipt.

The acknowledgement shall confirm that:

- The complaint has been received;
- It is under review in accordance with the Company's internal complaint-handling procedures and applicable Mauritian laws; and
- The client will be kept informed of the progress of the investigation.

5.3 Investigation and Resolution

The Company shall conduct a fair, impartial, and timely assessment of each complaint. The following timeframes apply:

Timeframe	Requirement
Within seven (7) working days	The CO shall investigate each complaint and provide the complainant with a written response when the complaint is closed. Where a complaint is not upheld, the response shall clearly state the reason(s) for the decision.

All complaints received shall be included in the CO's periodic report to the Board of Directors ("the Board"), together with details of any notifications made to the FSC and subsequent correspondence.

6. Escalation to Regulatory Authorities

Where a 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 Financial Services Commission (FSC) of Mauritius.

The FSC accepts complaints through its Online Complaints Portal. Complaints must be submitted via:

Financial Services Commission (FSC)

The integrated regulator for the non-bank financial services sector and global business in Mauritius.

Online Complaints Portal: https://www.fscmauritius.org
Address: FSC House, 54 Cybercity, Ebene, Republic of Mauritius

The Company shall cooperate fully with the FSC 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.

The CO shall assess whether a complaint requires notification to the FSC and shall inform the Board of any such decision prior to notifying the FSC.

Where a complaint could result in a Professional Indemnity Insurance claim, it must be referred to the Board immediately. The Company shall act in accordance with the applicable terms and conditions of its Professional Indemnity Insurance policy and any instructions provided by the insurer.

The CO shall determine whether any complaint warrants notification to the Company's Professional Indemnity insurer and shall log the date of any such notification in the Complaints Register.

---

7. Client Records

All complaints received by the Company shall be recorded and maintained in the Complaints Register, together with relevant supporting documentation, correspondence, actions taken, and outcomes.

Complaints shall be reviewed as part of the Company's compliance monitoring programme to identify any emerging patterns or systemic issues that may require remedial action.

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

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 in a timely and effective manner.

Annex

Complaint Form

Made4Capital Limited | Trading as Made4Trading

Part A — Client Information

Full Name	
Account Number	
Address	
Telephone Number	
Email Address	
Passport / ID Number	
Date Complaint Submitted	

Part B — Type of Complaint

Please tick the category that best describes your complaint:

Category	Tick
Execution of Orders	☐
Quality or Lack of Information Provided	☐
Terms and Conditions / Fees / Charges	☐
General Administration / Customer Services	☐
Unauthorised Products or Services	☐
Withdrawal of Funds	☐
Other (please specify below)	☐

Part C — Details of Complaint

Please describe the product or service you are complaining about, including any relevant evidence, amounts involved, and your suggested resolution:

Please enclose any relevant documentation (e.g. client statements, correspondence with the Company, or any other supporting documentation).

Date:	**Client Signature:**

Part D — For Internal Use Only

Complaint Received By:	
Date Received:	
Date Reported to Compliance Officer/CEO:	
Acknowledgement Sent to Client:	☐ Yes ☐ No
Informed Client of Initial Action:	☐ Yes ☐ No
Holding Response Provided:	☐ Yes ☐ No
Final Response Provided to Client:	☐ Yes ☐ No
Does Complaint Involve Regulatory Breach?	☐ Yes ☐ No
FSC Notification Required?	☐ Yes ☐ No
FSC Notification Date:	
PI Insurer Notified?	☐ Yes ☐ No
PI Insurer Notification Date:	
Date Complaint Closed:	
Complaint Handler Name & Signature:	
Compliance Officer Sign-off:	