

MRL INVESTMENTS (MU) LTD

Complaints Handling Policy
July 2023

1. INTRODUCTION

MRL INVESTMENTS (MU) LTD (hereinafter referred to as the “**Company**”) owns and operates the brand “**Equiity**” (www.equiity.com). MRL INVESTMENTS (MU) LTD is registered in Mauritius, company number 187076, and is authorized and regulated by the Mauritius Financial Services Commission ("FSC") with license number GB21027168 to provide investment services as permitted under the Mauritius Financial Services Act 2007. The Company’s registered office is located at 7th Floor, NeXTeracom Tower 1, Cybercity, Ebene, Republic of Mauritius.

This Complaint Handling Policy (the “**Policy**”) sets out the process employed by the Company for the fair and prompt handling of queries, complaints and grievances received by the Company’s clients.

Complaint Form

.Please note that the Form must be completed accurately, completely and truthfully.

| | |
|---|--|
| Client's Name | |
| Account Number | |
| Address | |
| Telephone Number(s) | |
| Email | |
| Description of the facts and the reasons of your complaint (evidence, the magnitude of loss and suggested way to be solved) | |
| | |

Complaint received by:

.....

Initial response to client (24h):

.....

Informed client of initial action taken: YES / NO

Final response:

.....

Final response sent to client: YES / NO

File handed to C.O: YES / NO

Please submit your for via email to complaints@equiity.com

Date: _____

Signature: _____

Please enclose any evidence and relevant documentation.