



THE DIFFERENCE

**xDelta MU LTD**

# **Complaint Handling and Processing Policy**

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## 1. SCOPE

xDelta MU LTD (hereinafter referred to as the “Company”) is required to establish, implement an effective and transparent complaint handling policy and procedure for the prompt handling of Clients’ complaints.

In this respect, the Company has established this Complaints Handling Policy (the “Policy”) that sets out the process adopted by the Company for the fair and prompt handling of complaints received from the Company’s Clients, as well as a robust framework comprising of, procedures, processes, controls, and monitoring processes, to ensure the prompt handling of Clients’ complaints. This Policy describes, among others, the process that Clients will need to follow in order to submit complaint to the Company.

## 2. DEFINITION

**A complaint/grievance** is an expression of dissatisfaction regarding the investment and/or ancillary services provided to the Clients by the Company, Complainant is the person, natural or legal, which is eligible for lodging a complaint to a Company and who has already lodged a complaint/grievance.

## 3. QUERIES

If the client is dissatisfied with the Company’s services, or if the client has a query regarding the trading account or activity with the company, he/she may contact the Customer Support Department via live chat, e-mail, or telephone or by the means provided at the time of dissatisfaction. The Customer Support Department will determine if the query can be resolved immediately or if it will require further investigation; if the query cannot be resolved immediately, the company remains committed in addressing and/or resolving it in a prompt manner.

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Further to the above, If the client is not satisfied with the response to the query or grievance the client received by the Customer Support Department, then he/she may raise a query further with the Compliance Department by filling out the Complaint Form attached herein and submit it electronically to [complaint@xdelta.com](mailto:complaint@xdelta.com).

## 4. COMPLAINT HANDLING PROCEDURE

The Compliance Department shall efficiently handle any complaint/grievance received by the Clients. In case that the complaint/grievance involves the Compliance Department, the complaint/grievance shall be handled by the Management.

The Compliance Department shall follow the procedure depicted below when handling complaints/grievances:

### 4.1. A complaint must include:



- a. The complainant's name and surname;
  - b. The complainant's trading account number;
  - c. The affected transaction numbers, if applicable;
  - d. The date and time that the issue arose;
  - e. An accurate description of the issue;
  - f. Other relevant information regarding complaint;
- 4.2. In case the Company receives a registered complaint/grievance as per section 3, but which does not fall within the scope of a complaint, it may be re-classified as a query; when this shall be classified as a query it will be forwarded to the relevant department to be handled accordingly. The complainant maintains the right to request for the re-classification of his/her query as a complaint, if this is relevant to the investment and/or ancillary services of the Company.
- 4.3. For every complaint/grievance the Company will provide an electronic acknowledgement of receipt to the email address of the Client to ensure that the Company has received the complaint and is currently working on a resolution. The Company should also provide to the Client via this email a reference number (ticket number) of the complaint for future reference.
- 4.4. The Company shall thoroughly examine all complaints/grievances without undue delay.
- 4.5. Upon reaching a decision in this respect, the Company shall reply to the Client with the following without exceeding the period of two (2) months from the date of the receipt of the Complaint.:
- a. Remedial actions to be taken or further clarifications;
  - b. Reasoning behind the Company's decision;
  - c. Other feasible options for examination that may be opened to the complainant.
- 4.6. While investigating a Client's complaint/grievance, the Company takes into consideration the subject matter of the complaint, the contents of the documents and/or the information submitted, and the evidence in the Company's records. Further information relating to the complaint may be requested from the complainant within the two (2) months' time frame, as necessary. In the event that a complainant takes more than five (5) working days to respond, the two (2) months' time-frame will be extended by the number of days in addition to the five (5) working days that the Complainant took to respond.



- 4.7. The Company will keep the complainant updated on the progress of the submitted complaint/grievance and a full written final response will be provided to the complainant no later than two (2) months from the date of the submitted complaint/grievance.
- 4.8. In the unlikely event that the Company is unable to respond within two (2) months, the complainant will be informed of the reasons for the delay and the company will provide indicative timeframe to complete the investigation, without exceeding the period of three (3) months from the date of the submission of the complaint/grievance.
- 4.9. A complaint/grievance will be deemed as resolved or settled where the Company has sent in writing a final response or a holding response explaining the findings of the investigation. Where a holding response is warranted, the Company shall state the reasons why it has not been able to resolve the complaint/grievance and provide an indication of the time needed to resolve the issue.

## 5. REMEDIES

The Company shall lay down the following possible remedies as a result of infringed rights:

- a. Written Apology;
- b. Reimbursements and refunds;
- c. Disciplinary action against the Company's employees;
- d. Technical support;
- e. Further details or information;
- f. Reward;
- g. Other necessary support.

## 6. NEXT STEPS

If a Client is not satisfied with the Company's final response, he/she may submit the complaint to [ombudspersons@myt.mu](mailto:ombudspersons@myt.mu).

## 7. REPORTING AND RECORD KEEPING

All decisions related to Clients' complaints shall be communicated to Clients in writing to the register email of the client and copies of ALL the communication and actions taken shall be retained by the Compliance Department.



## COMPLAINT FORM

Please fill in the Complaint Form and submit it electronically to [complaint@xdelta.com](mailto:complaint@xdelta.com). The Form must be filled out truthfully, completely, and accurately.

The Company reserves the right to dismiss a Form which is not completed accurately and/or it comprises obscene/rude words and/or insults or threatens XDELTA MU LTD or its representatives.

### Trading Complaint:

**\*Required fields.**

First Name*
Last Name*
Date of Birth*
Nationality*
Address*
Country of Residence*
Account Number*
Date(s) of the incident(s)
Position(s) number(s) under dispute
Dispute amount (please specify the currency), if applicable
Description of the facts and the reasons for your complaint, and how this affected you. Please write clearly and legibly



How do you feel this dispute could be settled/resolved?
Please attach any supporting documentation/evidence that may help us in the investigation and resolution of the matter



**Non-Trading Complaint:**

\*Required fields.

First Name*
Last Name*
Date of Birth*
Nationality*
Address*
Country of Residence*
Account Number*
Date(s) of the incident(s)
Description of the facts and the reasons for your complaint, and how this affected you. Please write clearly and legibly
How do you feel this dispute could be settled?
Please attach any supporting documentation/evidence that may help us in the investigation and resolution of the matter