

HIGH CAPITAL MARKETS LTD

Complaints Handling Policy

High Capital Markets Ltd is a company registered in Mauritius with Company Number: 183353 is regulated by the Financial Services Commission of Mauritius with License number: GB21026331.

Registered Office: C/o Amicorp (Mauritius) Limited 6th Floor, Tower 1, Nexteracom Building Ebene

High Capital Markets Ltd with Investment Dealer License **GB21026331** (hereinafter the “Company”) aims to provide superior services to all of its customers.

The Company has appointed a Compliance Officer to efficiently handle any complaints from the Customers. This is to allow the Company to resolve and apply mandatory measures to avoid any recurring issues.

Definition

The Company classifies a complaint as any objection and/or dissatisfaction that the Customer may have with regards to the provision of the services provided by the Company. A complaint form is enclosed at the end of this Policy.

Procedure

The Compliance Officer shall be responsible for handling Customer complaints, except in the case where the complaint involves the Compliance Officer, whereby the complaint shall be handled by the Representative Officer.

The Customer may register a complaint by completing the complaint details below

- Full name and account number
- Contact details
- Date and time of the incident
- A detailed description of the issue or concern
- Any supporting documents or evidence

and send the complaint in writing to, using any of the following options:

- Email:
1. When the Compliance Officer receives the Customer’s complaint then a written acknowledgement will be sent to the Customer within 7 business days.
 2. The Company will attempt a final response within 30 business days, however in case we are still not in a position to resolve the issue, then the Compliance Officer will notify you in writing stating the reasons for the delay and indicate an estimated time to resolve the issue.
 3. A final response should be provided to the customer within 60 business days the latest from the date he submitted his complaint.
 4. If the complainant is dissatisfied with the final outcome, they may escalate the matter to the Financial Services Commission Review.



This policy shall be reviewed periodically to ensure its continued relevance and compliance with regulatory standards.