

# Complaints Handling Procedure

## 1. Introduction

**UTO Capital Ltd** (hereinafter referred to as “UTO” or as the “Company”), is a Mauritius Investment Firm licensed and regulated by the Financial Services Commission of Mauritius (hereinafter referred to as the “FSC”) under License Number GB24203195. The Company offers a variety of investment products to Retail, Professional and Eligible Counterparties (hereinafter referred to as the “Client” or as the “Clients”).

## 2. Scope

This policy applies to all individuals working at all levels, including managers, officers, directors, employees, consultants, contractors, trainees, homeworkers, part-time and fixed-term staff, casual workers, and volunteers (collectively referred to as staff or employees). Each staff member is responsible for complying with this policy and ensuring its consistent application. All staff must read and understand their roles and responsibilities under it. Breaches will be addressed under our Disciplinary Procedure and may constitute gross misconduct, potentially leading to dismissal.

The Complaints Handling Procedure (‘the Procedure’) outlines a fair and efficient process for managing client complaints that may arise from our business relationship.

In line with our commitment to delivering high-quality services, we maintain effective, transparent procedures for prompt complaint handling for current and prospective Retail Clients. We also keep records of complaints and related actions, in compliance with applicable laws, regulations, and the FSC’s Complaint Management Procedures.

## 3. Definition of a Complaint

A complaint is an expression of dissatisfaction by a client regarding the provision of investment and/or ancillary services provided by the Company. The Company considers important and essential to pay the proper attention to each and every complaint made by a client, irrelevant of the subject matter of the complaint.

## 4. Submitting a Complaint

All complaints must be submitted in writing via email. To assist us, please include:

- Full name, surname, and contact details
- A detailed description of the complaint, including involved parties and departments
- Date and location of the transaction
- Name of the financial service provider

- Relevant documents
- Preferred method of communication

## **5. Upon Receiving Your Complaint**

Once we receive your complaint, we will:

- Acknowledge receipt within 48 hours and log it in our internal complaints register
- Assign an appropriate person (not the subject of the complaint) to investigate
- Request additional information if necessary
- Respond within 21 days of receiving your complaint or any required additional information
- Notify you in writing if more time is needed, providing reasons and timelines
- Provide a written response with explanations and decisions. If the decision requires governing authority approval, we'll notify you of this and the expected decision date

If unresolved or unsatisfactory, you may escalate your complaint to a relevant ombudsman within six months of our final decision or seek legal advice.

If you do not hear from us within the expected timeframes, contact our Support team. We only accept communication confirmed in writing.

## **6. Complaints Policy and Process**

We aim to resolve complaints promptly and fairly, considering the seriousness and financial implications for both the client and the Company. The Complaints Handling Policy outlines the process and measures used to address any grievances within our client relationships.

The Company has a designated complaints management function. Complaints must be submitted in English to the Client Support Department (CSD) at [support@utocapital.com](mailto:support@utocapital.com) using the 'Client Complaint Reporting Form' available on our website. The complaint must include:

- Full name and contact details
- Trading account number (if applicable)
- Description of the issue
- Affected transaction details
- Date and time of the issue
- Related correspondence

Incomplete complaints may be declined.

## **7. Operational Procedure**

Upon receipt of a complete complaint, the following process applies:

1. **Acknowledgment:** CSD (Customer Support Department) sends written confirmation within five business days, including a unique reference number and expected resolution timeframe.
2. **Registration:** Complaint is logged in the internal register.
3. **Investigation:** Head of CSD reviews and gathers relevant information.
4. **Escalation:** Complaint and proposed resolutions are sent to the Compliance Officer.
5. **Response:** With approval, the Head of CSD communicates proposed remedies to the client
6. **Final Response:** Sent within four weeks or, if not possible, a holding response will be provided with an expected timeline.
7. **Extended Timeline:** If unresolved within eight weeks, we'll explain why and provide a further estimated response date.
8. **Client Reply Window:** Clients have eight weeks to respond to the final reply; lack of response may close the case unless further contact is made.
9. **Resolution Deadline:** The Company aims to resolve complaints within two months. Clients will receive regular updates during the investigation.
10. **Final Deadline:** If unresolved in two months, the client will be notified of the reason and new estimated timeline. Complaints must be resolved within three months.
11. **Closure:** A complaint is closed if no client response is received within three months of submission.

Complaints are free of charge, handled in clear and plain language, and treated with strict confidentiality.

## 8. FAQs

Questions regarding this Procedure should be addressed, at first instance, to the Customer Support Department at [support@utocapital.com](mailto:support@utocapital.com).

Any Complaint must be dealt with within Mauritius, in accordance with the Complaint Handling Procedures set forth herein and you agree that we shall have the right to resolve any Complaint between us in accordance with the Complaint Handling Procedures set forth herein.

If the Complaint or dispute cannot be resolved internally by us in accordance with our Complaint Handling Procedures set out herein, you may refer the matter to the Financial Ombudsman of the Republic of Mauritius. We will notify you in writing using a thorough explanation of our position in case we decide not to satisfy your complaint.

We will further inform you through our notification of the relevant mechanisms that you may be able to file your Complaint such as the Financial Ombudsman Service, the FSCF, or the relevant Courts.

## 9. Records and Reporting

We are required by FSC to keep detailed documentation on individual Complaints. The Company shall keep and continuously update records of all the complaints received by clients with details of the

investigation conducted, the final outcome of these, any measures taken for their resolution and all the communication with the clients.

#### **10. Our Right to proceed with the Recovery of Debts**

The above Complaints Handling Procedure does not apply to money that you may owe to us. We may take immediate action to recover any debts payable to us in court.

#### **11. Review of the Policy**

The Company reserves the right to amend its policies at any time by making them public on its official website. Policies shall be reviewed/amended annually and/or as and when it is deemed necessary by Regulatory Authorities and the Compliance Officer and further approved by the Board of Directors. Should the Company materially change this Policy, including how it collects, processes, or uses clients' personal information, the revised Complaints Policy will be uploaded on the Company's official website. In such a case, the latest version of the policy published on the official website of the Company shall prevail. As such, Clients hereby consent, agree and accept that, posting of a revised Complaints Policy electronically on the Company's official website forms the actual notice of the Company to its Clients. The Company encourages its clients to periodically review this Complaints Policy so that they are always aware of what information the Company collects, how it uses it and to whom it may disclose it, in accordance with the provisions of this Policy. Any dispute over the Company's Complaints Policy is subject to this notice and the Client Agreement.