



UEXO \ FSC

# **Client Complaint Procedure**

v1.0

**Table of Contents**

1. Introduction	3
2. Submitting a Complaint	4
3. Response to Complaints	5
4. Contact Details	6
4.1 The UEXO Complaint Form	7
Do you have any questions?	8

# 1. Introduction

**UEXO Global Ltd.** has a global business licence, which is registered in Mauritius under the registration number 179291. UEXO Global Ltd, is licenced and authorised by the Mauritius Financial Services Commission (MFSC) with regulatory licence number GB21026300. The registered office of UEXO Global Ltd is, 12th Floor, Hennessy Court, Pope Hennessy Street, Port Louis, Mauritius 72201.

**UXO Services Ltd.** is registered in Cyprus with the registration number HE437025 and has its registered address at Archiepiskopou Makariou III, 84, Office 1, 6017, Limassol, Cyprus. UXO Services Ltd acts as license usage company of UEXO Global Ltd.

This Complaints Procedures for Clients (hereinafter referred to as "Procedures") regulates effective, clear and fast handling of Clients' complaints and sets Complaint Form which is the minimum information required in order to review and resolve Complaints.

Complaints shall be considered specific requests or claims related to the performance, services or products of the Company, which objects the performance or expresses negligence of the Company and lodges a relevant, specific and clear demand. Asking an opinion or position about any specific case or requesting general information about the operation and services of the Company shall not constitute a complaint.

The Company maintains Records of Complaints and measures taken for expedient complaint resolution, in line with applicable Legislation, Rules and/or Regulations.

## 2. Submitting a Complaint

2.1 All complaints should be directed to the following persons in the following order of escalation if any one of them is not capable of resolving the Complaint:

2.2.1 In the first instance, you should contact our Customer Care Department via email at [care@uexo.com](mailto:care@uexo.com), by using our live chat feature which can be found on our website <https://uexo.com>, via telephone, or by writing (see section 4). You should report the event or the date of the occasion subject of the complaint to the Company as soon as possible. This is necessary to enable the Company to investigate the complaint as efficiently as possible.

2.2.2 Our Customer Care Department will try to resolve your query immediately. If your complaint cannot be resolved immediately, we remain committed to addressing and resolving it in a prompt manner (usually within forty-eight (48) hours). If additional time is required, we will respond to you and indicate when we will make further contact to inform you of the investigation process and outcome.

2.2.3 If you are not satisfied with the final response received by the Customer Care Department, then you may complete and submit the Complaint Form attached herein to the Compliance Officer via contact details provided in the Section 4. The Complaint shall be submitted according to the Complaint Form (Appendix 1) and contain as much information as possible, that as much as possible fields of the Complaint Form should be filled.

2.2 Please attach, if possible, copies of documents supporting your complaint or screenshots or any other information you think would be useful to your application.

2.3 The Client shall submit a query according to the points above - 2.2.1 and/or complaint according to 2.2.3. within a reasonable time from the moment the matter occurs.

## 3. Response to Complaints

3.1 The Company follows the outlined procedures to ensure that the complainant's complaint is resolved within a period of a maximum of thirty (30) business days. This response, including the reasoning, is always mailed to the Client. Some Complaints can be resolved more quickly depending on the facts and the nature of the Complaint. If the Complaint is more complex and takes longer than thirty (30) business days to resolve, the company will communicate the reasons for the delay. Sometimes the complainant is requested to supply additional information required for investigating the complaint. At the latest, the complaint will be dealt with within 8 weeks from the date of receipt of the complaint.

3.2 When the complaint is submitted by another person or with a method unsuitable for establishing proper authorization of the submission, the Company may ask the person authorised to submit the complaint to confirm the complaint in question.

3.3 The Complaint can be withdrawn by the same person who submitted a Complaint. The Company may request to withdraw the matter in writing.

3.4 The Company is entitled to treat a Complaint as closed in the following circumstances, among others:

- ★ Where it is determined that no further action is required by the Client and/or the Company upon the issuance of the final decision by the Company.
- ★ Where the matter has been mutually resolved.
- ★ Where the Client has failed to respond promptly and adequately to the questions and requests of the Company.
- ★ Where the Company has given a substantive response and the Client has failed to indicate that the response is unsatisfactory and/or substantiate the claim with relevant data, within a reasonable timeframe.
- ★ related to complaint on matters non-trading operations - if the client initiates non-trading operations by way of internal account-to-account transfers to other client accounts held with the Company using funds credited to the client's Account by way of a non-trading operation currently under dispute, or where the client initiates trading operations using funds that were credited to the client's Account by way of a non-trading operation currently under dispute.

The Company shall notify the Client upon the closure of a complaint.

3.5 The Company reserves the right to dismiss a complaint which does not comply with the present Procedure and/or the Client did not comply with the provisions of the Client Agreement and/or the matter is not expressed accurately and/or it comprises obscene/rude words and/or includes offensive language, swear words, affective appraisal of the disputable matter and/or insults or threatens the Company or its representatives.

## 4. Contact Details

If a Client prefers to send their complaint in writing to us, please send your complaint to:

Myrtle Ltd.  
Pope Hennessy Street  
Hennessy Tower  
Office Suite 803, 8th Floor  
11328, Port Louis  
Mauritius

We have provided a Complaint's Form on the following page. Please read through it carefully and fill it in if you want to contact us either via email or by writing and posting your complaint to us.

UEXO is a client-centric company and we always strive to ensure our clients come first.

## 4.1 The UEXO Complaint Form

You will need to fill in this Complaint's Form, and all fields marked with an asterisk, i.e. \* are mandatory:

*Full name.	
*Date of birth.	
*Nationality.	
*Full address including your country of residence.	
*UEXO account number.	
*Have you ever contacted our Customer Care team regarding the matter of this Complaint before? If the answer is "No", we recommend contacting our Customer Care team before submitting this Complaint. If the answer is "Yes", please give us more information about your communication with our Customer Care team, your ticket or case number, the date you submitted your complaint, why the matter was not resolved, and any other information you can give us to help us with your case.	
*Date of the incident which relates to this Complaint.	
The disputed amount, disputed orders / quotations, disputed deposit(s), or disputed withdrawal(s).	
Description of the facts and the reasons for your Complaint, and how this affected you.	
In your own opinion, how should this complaint be resolved?	

Please also attach any supporting documentation that may help us in the investigation and resolution of the matter.

## Do you have any questions?

If you are unsure of the things stated within this policy, or have any questions, please contact us either via our live chat features, which can be found on our website, or by emailing us at [info@uexo.com](mailto:info@uexo.com).