eurotrader

LEGAL DOCUMENTS / MAURITIUS

Complaints Handling Policy

November 2026

Eurotrade International Ltd

Mauritius / English

Complaints Handling Policy

Eurotrade International Ltd

This policy explains how Eurotrade International Ltd receives, investigates and responds to complaints about its Mauritius services. Complaining is free of charge. It does not prevent a client from using an available regulator, ombud or court process, subject to the jurisdiction and rules of that body.

1 Company and scope

1.1 Eurotrade International Ltd is incorporated in Mauritius under business registration number 197389 GBC, at 3 Emerald Park, Trianon, Quatre Bornes 72257, Republic of Mauritius. Its FSC licence number is GB22201125. In this policy, we, us and our mean that company.

1.2 This process covers complaints about our own conduct and services, including account administration, execution, investments, copy trading, funding and information handling where applicable. A complaint about Eurotrade SA's intermediary conduct follows its separate South Africa policy. A mixed complaint can be sent once for coordinated handling without removing either company's own responsibilities.

2 Making a complaint

2.1 Send a complaint to compliance@eurotrader.com, or to support@eurotrader.com with Mauritius complaint in the subject. You may also write to the registered address. A complaint received through support is directed to the responsible complaints handler; a particular form is not required.

2.2 Give your name, account or application reference, contact details, the events and dates, the service or transactions concerned and the outcome you seek. Include relevant statements, correspondence or screenshots. Do not send a password, authentication code, private key or seed phrase.

2.3 A representative must demonstrate authority to act for the complainant. We offer reasonable assistance in explaining the process and consider a client's communication needs. We must not require a further deposit or trading activity as a condition of considering a complaint.

3 Acknowledgement and investigation

3.1 We seek to resolve a straightforward issue promptly. Where further investigation is required, we acknowledge the complaint, normally within three business days, and provide a reference and the responsible handler's contact details.

3.2 A suitably responsible person reviews the relevant records and circumstances fairly. Where appropriate, the complaint is assigned to someone who was not directly involved in the conduct complained of. We request necessary clarification and explain the issues under investigation.

3.3 We consider the accepted terms, account and instruction records, communications, applicable duties and any relevant provider evidence. We keep the client informed of material progress and do not treat a provider's conclusion as automatically deciding our own responsibility.

4 Response and delays

4.1 We aim to give a final response within forty working days. This is our internal resolution target; it does not replace an external body's admissibility rules or a mandatory legal deadline.

4.2 The final response explains the material findings, whether the complaint is upheld, any proposed remedy and the relevant next route. A remedy must be described clearly, including any action required from the client. Accepting an acknowledgement alone is not a settlement or waiver.

4.3 If we cannot provide a final response within the target, we explain the delay, outstanding steps and expected next update where lawful. A third-party investigation does not justify an indefinite delay without review and communication.

5 External referral in Mauritius

5.1 If you remain dissatisfied, you may submit a complaint within the FSC Mauritius Online Complaints Portal's applicable scope at https://complaints.fscmauritius.org/. The FSC's March 2026 communication directs relevant complaints concerning Global Business licensees through that portal. Use the portal's current instructions and provide genuine contact details, the company concerned and supporting information.

5.2 The FSC distinguishes Global Business complaints from complaints about domestic regulated licensees that fall within the Office of the Ombudsperson for Financial Services. The appropriate route depends on the company and matter. Current FSC guidance is available at https://www.fscmauritius.org/media-corner/consumer-protection/complaints-handling.

5.3 This policy does not impose a blanket six-month FSC referral cut-off. Check the current rules of the body concerned and seek advice promptly about any legal limitation period. An internal investigation does not automatically stop a statutory time limit. A regulatory complaint does not itself guarantee compensation or determine every private claim.

6 Other providers information and records

6.1 If another provider appears responsible, we explain the relevant contact and coordinate the referral where appropriate and lawful. We do not send unnecessary personal information or use referral to avoid investigating our own conduct.

6.2 Complaint information is handled under the relevant Privacy Policy and retained as required for legal, regulatory and dispute purposes. We share information only on an applicable lawful basis and may have to limit disclosure to protect other persons or comply with law.

6.3 We review complaint outcomes for recurring problems, escalation and appropriate improvements. Retaliation for making a lawful complaint is prohibited. For a process enquiry, contact compliance@eurotrader.com or support@eurotrader.com.