



COMPLAINTS HANDLING PROCEDURE



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COMPLAINTS HANDLING PROCEDURE

1. Introduction

XM International MU Limited, operating under the trading name XM (hereinafter "XM", "Company" "we", "our", "us") is authorised and regulated by the Financial Services Commission ("FSC") of Mauritius as an Investment Dealer (Full-Service Dealer, excluding Underwriting) (license number GB23202700).

The Company aims to provide services of the highest standards to all of its Clients and as part of this approach, the Company established and maintains this Complaints Handling Procedure (the "Procedure") which contains clear, up-to-date and transparent information on its complaints' handling procedure, including how to submit a complaint, what information is required for the investigation/review of the complaint, timeframes for the resolution of the complaint or any grievances received from its retail clients. The Company also maintains records of all complaints received and the measures taken for their resolution.

The Company has appointed a Compliance Officer (hereinafter the "CO") to efficiently handle any clients' complaints in a fair and transparent manner. This is to allow the Company to analyze the root cause of complaints, resolve and apply appropriate measures to avoid any recurring issues.

2. Scope of the complaints handling procedure

The Procedure sets out the processes employed when dealing with complaints received from complainants.

3. Our culture

- 3.1. At XM, we aim to provide prompt, courteous, helpful, open and informative advice in response to every approach made by a member of public. We are always keen to hear the views of our customers, particularly the general public, about our performance generally - what we do right and what we do wrong.
- 3.2. We recognise that, as in all organisations, from time-to-time things can go wrong and we may not provide the standard of service that we have set ourselves. We are especially keen to hear about such instances, since they provide us with an opportunity to put things right and to learn from our mistakes.
- 3.3. Accordingly, as part of our commitment to providing the best possible service to our clients, we uphold effective and transparent procedures for prompt complaint handling; we maintain records of complaints and measures taken for complaint resolution, in line with applicable laws, rules and/or regulations.

4. Definition of a complaint

- 4.1. In line with the foregoing, we will investigate a complaint, dispute or difference between us, if it is an allegation submitted to us in writing, in accordance with the Complaints Handling Procedure set forth herein, in regard to either one, or more of the following:
 - a) a perceived injustice because of an alleged maladministration on our part, pertaining to:
 - i. your Account(s) with us and/or the Transactions and/or Contracts carried out and/or reflected therein;
 - ii. your rights under the '**Terms and Conditions**', our '**Order Execution Policy**', or our '**Conflicts of Interest Policy**'.
 - b) dissatisfaction with the response from us to a request by you for our services to be provided in a different format; and/or,
 - c) a denial of a request for information regarding your Account and/or the Transactions and/or Contracts carried out and/or reflected therein; and/or,



- d) dissatisfaction with the way in which we respond to an enquiry and/or the time that we took to respond.

5. How to make a complaint

- 5.1. The CO shall be responsible for handling clients' complaints, except in the case where the complaint involves the CO, whereby the complaint shall be handled by a member of the Company's management.
- 5.2. Clients who wish to file a complaint must do so by submitting their complaint to the following email address: **complaints@xmglobal.com**, within three (3) days from the day of the incident giving rise to the complaint/grievance. All Complaints will be handled by the Compliance Officer and any action taken shall be in accordance with this Procedure.
- 5.3. Upon receipt of a complaint we gather and investigate all relevant evidence and information regarding the complaint.

The following information and documentation should, wherever possible, be provided to the Compliance Officer as part of your formal complaint, in order to ensure that the complaint is addressed in the most efficient and fair manner:

- a) Trading Account Number;
 - b) Date the problem first occurred;
 - c) Short summary of the Complaint;
 - d) Disputed amount and currency, if any;
 - e) Attachments of any documentation or other information that may assist in the resolution of the Complaint;
 - f) Any other information considered relevant.
- 5.4. Upon receipt of a Complaint, a written acknowledgment will be sent to you within five (5) Business Days. This will confirm that we are taking the necessary action needed to resolve the complaint and will also provide a timescale for our response. You will also be informed of the unique reference number for your complaint which you will be able to use for future correspondence with our Company regarding your complaint.
- 5.5. Our acknowledgment response will contain details of our Complaints Handling Procedure, a free copy of which is available on our website.

6. How we deal with your complaint

- 6.1. The Company will attempt to resolve the complaint and provide you with its final response within fifteen (15) business days. However, in case we are still not in a position to resolve the issue within this timeframe, the Client will be notified in writing stating the reasons for the delay and indicate an estimated time to resolve the complaint.
- 6.2. A final response should be provided to the Client within sixty (60) business days, at the latest, from the date he submitted his complaint.
- 6.3. In the case where the Client is still not satisfied with the Company's final response then the Client can refer their complaint with a copy of the Company's final response to the Financial Services Commission (FSC) in Mauritius for further examination.

The contact details for the Financial Services Commission (FSC) in Mauritius are set out below:

Address:	FSC House, 54, Cybercity, Ebene, Republic of Mauritius
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Phone:	+ (230) 403 7000
Website:	https://www.fscmauritius.org/en/others/contact-us

7. Monitoring of complaints

- 7.1. A final response should be provided to the Client within sixty (60) business days, at the latest, from the date he submitted his complaint.
- 7.2. We keep detailed records on individual complaints. Further to this, we maintain an internal register of complaints where all relevant information and progress of each complaint is kept.
- 7.3. The Client should provide all relevant documentation as well as any additional information requested by the CO in order to ensure all records are collected and the complaint is properly investigated and resolved in a timely manner.
- 7.4. All records will be kept safely and in strict confidence, as per local requirements and for a period of seven (7) years.

8. Our right to proceed with the recovery of debts

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

9. Interim relief - injunctive relief

- 9.1. Nothing set forth herein shall prevent either Party from applying to court for interim or injunctive relief.
- 9.2. Each party acknowledges that a breach of the provisions of this Agreement may cause the other Party irreparable injury and damage and, therefore, any such breach may be enjoined through injunctive proceedings, in addition to any other rights and remedies that may be available to either Party as per applicable law or in equity.