



# Complaints Handling Policy

CFI International Ltd  
Regulated by Financial Services Commission (FSC)

## 1- Introduction

CFI International Ltd (hereinafter “the Company”, “us”, “our” “we”) holds an Investment Dealer (Full service Dealer, excluding underwriting) License, C118023104 since the 14th January 2019, pursuant to Section 29 of the Securities Act 2005, Rule 4 of the securities (Licensing) Rules 2007 and the Financial Services (Consolidated Licensing and Fees) Rules 2008. The Company has adopted this Complaints Procedure in order to ensure a fair and quick process for handling complaints that may arise from our relationship.

## 2- Submitting of Complaint

You may submit your complaint in writing and address it to the Compliance Function of the Company who is authorized to handle and investigate complaints that may be submitted to them from our Clients.

**You are encouraged to use the Complaints Form attached herein and submit it in the following way:**

By submitting the Complaints Form electronically at the following email address: [compliance.ma@cfi.trade](mailto:compliance.ma@cfi.trade), along with a copy of any additional documentation that would be relevant to the complaint.

## 3- Acknowledgement and Resolution of the Complaint

We will acknowledge receipt of your complaint within five (5) business days, providing you with a unique reference number for your complaint and we will endeavor to resolve your complaint within 28 days. The unique reference number provided should be used for all future contact with the Company, the regulator (FSC), and the Financial Ombudsman Service.

However, from time to time, it may be necessary to carry out further investigation to ensure we fully resolve your complaint. If this occurs, we may require the maximum of eight weeks from the date of receipt of your complaint before we respond to you, we will keep you updated on the progress of your complaint.

## 4- Final Decision

When we reach an outcome, we will inform you of it together with an explanation of our position and any remedy measures we intend to take (if applicable).



In case our final decision does not fully satisfy your demands, or in the unlikely event that we are unable to resolve your complaint within the timescales found in this Policy, you can contact the Office of Ombudsperson for Financial Services at:

### Office of Ombudsperson for Financial Services

Complaints Handling - Financial Services Commission - Mauritius ([fscmauritius.org](http://fscmauritius.org))

If you would like further information, please contact the Office of Ombudsperson for Financial Services:

Address	8th Floor, SICOM Tower, Wall Street, Ebene
Telephone Number	+230-468-6475
Email	ombudspersonfs@myt.mu

### Financial Services Commission (FSC)

Address	FSC House, 54, Cybercity Ebene, Mauritius
Telephone Number	+230-403-7000, Fax: +230-467-7172
Email	Mauritius ( <a href="http://fscmauritius.org">fscmauritius.org</a> )

### Complaints Form

This is the form you need to fill in if you wish to submit your complaint to CFI International Ltd (the "Company"). Complete, up-to-date as well as accurate information is required to be provided to the Company for the proper investigation and evaluation of your complaint.

Please note that the Complaint Form below is only indicative and not exhaustive. The Company may request further information and/or clarifications and/or evidence as regards your complaint.

Date	
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### Your Contact Details

Title	
Surname of Complainant	
First Name	
Residential Address	
Phone Number (Residence)	
Office Number	
Mobile Number	



Identity Card Number	
Date of Birth	
Email	

Description of the Complaint

Name of Company	
Nature of Complaint	

Description of the Complaint: (use a separate sheet if necessary)

I hereby certify and confirm that to the best of my knowledge, the information furnished above is true, accurate, correct and complete.

**FOR OFFICIAL USE ONLY**

Received on	
Received by	
Assigned to	
To reply by	

April, 2026