onequity

Complaint Handling Policy

NOVEMBER 2025

OnEquity (MU) LTD
FSC License
No. GB23201814

ONEQUITY (MU) LTD (the "Company", "We" "OnEquity") is regulated by the Financial Services Commission Mauritius ("FSC") under license number GB23201814 as an Investment Dealer (Full Service Dealer, Excluding Underwriting).

This Complaint Handling Policy describes the procedure through which the clients of OnEquity (MU) Ltd (the "Company", "OnEquity") may submit a formal complaint related to the services provided by the Company.

OnEquity is committed to ensuring that the Clients' complaints are handled fairly, promptly and transparently, in line with applicable legal and regulatory requirements.

1. Scope

This policy applies to all Clients of OnEquity who wish to raise concern, provide feedback or make a formal complaint about any aspect of the company's products or services.

2. Complaint Handling Procedure

Step 1 - Submit your complaint

Clients are required to submit their complaint in writing. Please include the following details to facilitate a thorough review:

a) Full name and account number
b) Contact details
c) Date and time of the incident
d) Names of any OnEquity staff involved, if applicable
e) A detailed description of the issue or concern
f) Supporting documents or evidence

Complaints should be submitted via email to compliance@onequity.com

Step 2 - Acknowledgement of Complaint

OnEquity will acknowledge receipt of the complaint via email withing two (2) business days of receiving the complaint. The acknowledgement will include an approximate day by which a formal response can be expected.

Risk Disclosure: Trading in financial instruments involves substantial risk and may not be suitable for all investors. The value of investments is volatile and can result in total loss of capital. Investors should consider their financial situation, investment experience, and risk tolerance, and may seek professional advice. Past performance is not indicative of future results.

Step 3 - Acknowledgement of Complaint

OnEquity may contact you to request further details or clarification, if necessary. Once all relevant information has been collected, OnEquity will provide a written response detailing the Company's position and where applicable, offer a proposed solution to resolve the matter.

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