



PROCEDURES FOR THE RESOLUTION OF COMPLAINTS

What AssetHouse considers as a complaint:

A complaint means a specific complaint relating to a financial service rendered by an employee or representative to the complainant where it is alleged that the provider or representative:

- has contravened or failed to comply with a provision of the Financial Services Development Act 2001 and that as a result thereof the complainant has suffered or is likely to suffer financial prejudice or damage;
- has wilfully or negligently rendered financial service to the complainant which has caused prejudice or damage to the complainant or is likely to result in such prejudice or damage; or
- has treated the complainant unfairly.

Client's right:

Any client of AssetHouse has the right to complain and AssetHouse will acknowledge and investigate the complaint.

Any client of AssetHouse has the right to lodge a complaint to the Financial Service Commission Mauritius if the client is not satisfied with the way AssetHouse handled the complaint or with the answer provided.

How to complain:

Your complaint must be submitted in writing to AssetHouse's Compliance Officer Mr Bernard Futter, fax number (+230) 269 6400, or email info@asethouse.org.

Please ensure that your complaint contains the following information to assist us in handling your complaint as quickly as possible:

- Full details of your complaint in writing including any information such as persons names who you have spoken to and the date,
- Your updated contact details and policy number and postal address.
- Copies of any relevant documentation such as faxes or letters sent.

AssetHouse's commitment to the resolution of complaints:

- AssetHouse is committed to resolve any complaint to the satisfaction of all parties and is committed to always being fair to the client.
- AssetHouse will be open and honest and will with each complaint review its administrative processes to see if any process can be improved after a complaint.
- AssetHouse is committed to provide training to any employee or representative involved in complaints so as to improve our level of service to our clients.
- AssetHouse will always act timeously on complaints received from any party.

Complaint procedure:

- A director will be appointed and your complaint should be answered within 7 working days.
- You will be notified in writing if the complaint is complex and the agreed time could not be met and a new date will be provided to you.
- Your complaint will be answered in writing.
- You can complain to the Financial Services Commission, FSC House, 54 Cybercity, Ebene, Mauritius, Telephone No: (+230) 403 7000, Facsimile No: (+230) 467 7172 and Email: fscmauritius@intnet.mu if you are not satisfied with the answer provided by AssetHouse.