



Osool Capital Ltd ('hereinafter the 'Company') aims to provide superior investment and ancillary services to all of its clients.

Definition

The Company classifies a complaint as any objection and/or dissatisfaction that the Client may have with regards to the provision of any investment and/or ancillary service provided by the Company. A complaint form is provided on page 3 of this Policy.

Procedure

The Compliance Department shall be responsible for handling Client complaints, except in the case where the complaint involves the Compliance Department, whereby the complaint shall be handled by the Representative Officer.

The Client may register a complaint by completing the complaint form and submitting the form using any of the following options:

- Email: complaints@osoolcapital.com
- Postal Address: Osool Capital Ltd

4th Floor, Ebene Skies, Rue de L'Institut,

Ebene 80817, Mauritius

- 1. A written acknowledgement will be sent to the Client within 5 business days of receipt of a complaint by the Compliance Department;
- 2. Within 8 weeks from the date that the Compliance Department receives the Client's complaint, a final response or a holding response will be sent to the Complainant explaining the findings of the investigation. In the case where a holding response is sent to the Complainant, then an explanation shall be given stating the reasons why the Company has not been able to resolve the complaint as well as giving an estimated time to resolve the issue;
- 3. If after 8 weeks of receiving the complaint, we are still not in a position to resolve the issue then the Compliance Department will notify the Client in writing stating the reasons for the delay and indicate an estimated time to resolve the issue;
- 4. A final response should be provided to the Client within 12 weeks from the date he submitted his complaint;
- 5. When the complainant has received the final response, he will have 8 weeks to respond. If no response has been received from the Complainant, then the Complaint will be considered as resolved.
- 6. In the case where the complainant is still not satisfied with the Company's final response, then the complainant can refer his complaint with a copy of the Company's final response to the competent authorities for further investigation.



Contact details for the Office of Ombudsperson for Financial Services are set out below:

8th Floor, SICOM Tower, Wall Street,

Address:

Ebene Cybercity 72201

Phone: (+230) 460 0473/4

Fax: (+230) 468 6473

Email: ombudspersonfs@ofsmauritius.org

Complaints falling outside the purview of the Office of Ombudsperson for Financial Services, the complainant may lodge a complaint with the Financial Services Commission by completing the online complaints form at: https://www.fscmauritius.org/en/consumer-protection/complaints-handling/complaints-form

Client Records

The Client should provide all relevant documentations as well as any additional information requested by the Compliance Department in order to ensure all records are collected and the complaint is properly resolved on time.

All records will be kept safe as per local requirements and for a period of seven (7) years.

version 1.0

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COMPLAINT FORM

A. Client Information:

Name:	Account Number:
Address:	Telephone Number:
D. D. CC. C. L. A	
B. Brief Summary of the Complaint:	
lease describe the product or service you are complaining to be solved):	ing about (description, evidence, amount and suggested
- Please enclose any other relevant documentation	
- Possible documentation to be provided (clients	on that may help us to handle the complaint. statement, correspondence with the Company as well as tested by the Compliance Department which is relevant
- Possible documentation to be provided (client sany other supporting documentation to be required to the Client's complaint)	statement, correspondence with the Company as well as
- Possible documentation to be provided (client sany other supporting documentation to be required to the Client's complaint) Date and place	statement, correspondence with the Company as well as tested by the Compliance Department which is relevant
- Possible documentation to be provided (client sany other supporting documentation to be requite to the Client's complaint) Date and place For internal use only:	statement, correspondence with the Company as well as tested by the Compliance Department which is relevant
- Possible documentation to be provided (client sany other supporting documentation to be requite to the Client's complaint) Date and place For internal use only: Complaint Received By:	statement, correspondence with the Company as well as tested by the Compliance Department which is relevant Client Signature
- Possible documentation to be provided (client sany other supporting documentation to be requ	statement, correspondence with the Company as well as sested by the Compliance Department which is relevant Client Signature Date:
- Possible documentation to be provided (client any other supporting documentation to be required to the Client's complaint) Date and place For internal use only: Complaint Received By: Acknowledgement sent to Client within 48hrs:	Statement, correspondence with the Company as well as sested by the Compliance Department which is relevant Client Signature Date:
- Possible documentation to be provided (client any other supporting documentation to be required to the Client's complaint) Date and place For internal use only: Complaint Received By: Acknowledgement sent to Client within 48hrs: Informed Client of initial action:	Client Signature Date: Yes - □ No
- Possible documentation to be provided (client sany other supporting documentation to be required to the Client's complaint) Date and place For internal use only: Complaint Received By: Acknowledgement sent to Client within 48hrs: Informed Client of initial action: Final response provided to Client within 4 weeks:	Client Signature Date: Yes - □ No Yes - □ No