

## **How to Provide Feedback or Log a Complaint**

The Company is committed to providing a high standard of service delivery to all Clients in order to ensure that their experience with is valuable and pleasant.

The Company aims to dealing with feedback and complaints promptly, competently, and impartially.

### **Channels to be used to provide feedback or log a complaint:**

- Email – [compliance@leadsolutionss.com](mailto:compliance@leadsolutionss.com) AND [complaints@leadsolutionss.com](mailto:complaints@leadsolutionss.com)
- Phone Call (including audio message) to any member of staff registered company/work mobile number and/or any registered company landline number as per staff/company contact sheet
- Written Letter – via courier or registered post to: LS Wealth Management, Hub 56, 3<sup>rd</sup> Floor, Fast Hub, Avenue de La Salette, Coeur de Ville, Grand Bay, Mauritius OR Unit 21, Circle Square Business Park, Forbach, Mauritius
- Written SMS or WhatsApp message to any member of staff registered company/work mobile number and/or any registered company landline number as per staff/company contact sheet
- In-Person to a member of LSWM Staff (at our Mauritius or Abu Dhabi service office)

### **How soon can a Client expect a response?**

The Company will:

Acknowledge the feedback/complaint within **three (3) working days** of having received it.

Endeavour to address the feedback or resolve the complaint and, where applicable, provide the Client with a written resolution containing the final decision of the Company within **thirty (30) working days** of having received it.

Should it take longer to resolve due to its complexity; the Company will keep the Client informed of the status of the complaint until it is resolved.

### **What if the Client is still not satisfied with the final resolution or has not received a reply within 30 days of filing a complaint?**

The Client may refer the matter in writing to the Company's regulator: The Financial Services Commission of Mauritius **or** via the online complaints form available on the FSC website:

<https://www.fscmauritius.org/en/consumer-protection/complaints-handling/complaints-form>