TAURO MARKETS

Customer Complaint Policy

Version 1.0 | August 2024

Inno Net Solutions
License no. GB24202909

Inno Net Solutions (Company Registration: 208180, which is authorised, licensed and regulated by the Financial Services Commission bearing license No. GB24202909).

Registered Office Address: Rue de la Democratie CO AllServ Management Ltd Office 306 3rd Floor Ebene Junction Ebene 72201 MAURITIUS and Physical Address: Office Number 101, Palm Court Offices, 1st Floor, 90 St Jean Road, Quatre Brones, Mauritius

Inno Net Solutions is an Investment Dealer (Full-Service Dealer, excluding Underwriting), regulated by the **Financial Services Commission ('FSC')** in Mauritius under the license number **GB24202909** (hereinafter referred to as "Inno Net" or the "**Company**") and is trading as '**Tauro Markets'**.

This Policy regulates effective, clear and fast handling of complaints and disputes submitted to the Company in relation to the performance and procedures of the Company.

1. Introduction

The Company is committed to providing high-quality services to its clients. In the event that a client is dissatisfied with any aspect of our services, the Company has established a comprehensive Complaints Resolution System to address and attempt to resolve such concerns promptly and fairly.

2. Quality Control Officer (QCO)

The Company shall designate a Quality and Control Officer ("**QCO**") who reports directly to the board of the Company (the "**Board**"). The QCO will be responsible for overseeing the handling of complaint reviews and ensuring the effective resolution of all client complaints. All clients' complaints against the Company shall be addressed to Complaints Team via email on complaints@mau.tauromarkets.com.

Initially, the Deputy Money Laundering Reporting officer ("**DMLRO**") of the Company shall act as the QCO until the Board subsequently appoints a dedicated officer based on seniority, access rights and functions to manage this position. This will be determined by the Board upon finalization of policies and procedures (after being granted its licence(s)) and once the Company has kicked off its operations.

3. Complaint Handling Timeframe

Upon receipt of a complaint, the Company will acknowledge it promptly and attempt in its best capacity to resolving it within thirty (30) days. The QCO shall oversee the transparent, independent, courteous, and efficient handling of all complaints, ensuring their resolution within the specified timeframe, as far as possible.

Formal complaints shall be formally acknowledged within five working days.	5 working days
Full reply will be made (as far as possible)	21 working days
**In case a full reply cannot be made within 21 working days of receipt, we shall advise the complainant accordingly and let the complainant know when a reply in full will be made.*	
Resolution of complaint (as far as possible)	30 working days

The Company shall inform the complainant of any changes in the timeframe at the earliest.

The QCO must ensure that any conflicts of interest that arise are declared to the Board Members of the Company.

In the event that the complainant is dissatisfied with the solution(s) proposed, the complainant may consider escalating the appeal to the Company's designated Compliance Officer who can be contacted on uttra.boodan@allserv.mu who will address the complaint on its merits in an equitable, objective and unbiased manner.

If the complaint is still not satisfied with the resolution proposed and actions taken, the complainant may lodge an appeal at the Financial Services Commission (Mauritius). More information can be found on the FSC's website here https://www.fscmauritius.org/en/consumer-protection/complaints-handling.

4. Complaints Register

The Company shall maintain a Complaints Register to record all complaints received. The register will include the date of the complaint, acknowledgment date, nature of complaints, and actions taken.

5. Review and Amendment

This Complaint Policy shall be reviewed annually or within such period of time as may be determined by the Company subject to changes in local laws and regulations, to ensure its effectiveness. Any necessary amendments will be made to enhance the Company's commitment to handling complaints transparently and improving overall service quality.

The Company must develop and put into practice an independent and objective complaints resolution system, as provided below.

6. Standards for handling complaints

(a) All complaints shall be dealt with due attention, whether they are formal or informal.
(b) Complaint(s) will be treated in confidence, whatever such complaints.
(c) Complaint(s) shall be dealt promptly.

7. Confidentiality

All complaints received will be dealt with confidentially and in accordance with the requirements of the Data Protection Act 2017.