

U E X O

Beyond Boundaries



Client Complaints Procedure

UEXO GLOBAL LTD.

1. Introduction

UEXO Global Ltd (“UEXO”, “we”, “us”, “our”) is incorporated in the Republic of Mauritius under registration number 179291 and is licensed and regulated by the Mauritius Financial Services Commission (“FSC”) under Global Business Licence number GB21026300.

Our registered office is: 12th Floor, Hennessy Court, Pope Hennessy Street, Port Louis, Mauritius 72201.

UXO Services Ltd (Cyprus registration number HE437025), located at Archiepiskopou Makariou III, 84, Office 1, 6017, Larnca, Cyprus, provides administrative and operational support services to the Group’s licensed entities.

We are committed to handling client complaints fairly, independently, and transparently.

2. What Is a Complaint?

A complaint is any written expression of dissatisfaction regarding:

- The execution of your trades
- Pricing, spreads or slippage
- Platform performance
- Deposits or withdrawals
- Promotions or bonuses
- Copy trading or PAMM services
- Account management or onboarding
- Conduct of our representatives

General enquiries or support requests do not constitute complaints unless clearly expressed as dissatisfaction.

3. How to Submit a Complaint

All complaints must be submitted in writing to:

✉ support@uexo.com

Please include:

- Your full name
- Your account number

- Relevant trade or transaction references
- A clear description of the issue
- Any supporting documentation

Complaints submitted through other channels may be redirected to this email for formal processing.

4. Acknowledgement of Your Complaint

We will:

- Acknowledge receipt within 5 business days
- Provide you with a complaint reference number
- Confirm the expected timeline for review

5. How We Investigate

Your complaint will be:

- Logged in our official Complaints Register
- Reviewed independently from the original handling team
- Assessed using trading logs, server data, and transaction records

Where relevant, we may review:

- Order execution time stamps
- Liquidity provider pricing
- Margin and leverage calculations
- Platform logs
- Communication history

If your complaint relates to suspected fraud or financial crime concerns, it may be reviewed under our Anti-Money Laundering procedures.

6. Timeframe for Resolution

We aim to provide a final written response within:

- 30 calendar days from receipt of your complaint.

If additional time is required due to complexity, we will inform you in writing and provide an updated timeline.

7. Possible Outcomes

Following our investigation, we may:

- Reject the complaint with explanation
- Offer a clarification
- Provide a goodwill resolution (without admission of liability)
- Offer a commercial settlement
- Any resolution will be provided in writing.

8. If You Remain Dissatisfied

If you are not satisfied with our final response, you may refer the matter to:

- Mauritius Financial Services Commission (FSC)
- FSC House, 54 Cybercity Ebene, Mauritius
- Website: www.fscmauritius.org

Please note that escalation to the regulator does not suspend your contractual obligations under the Client Agreement.

9. Important Notice

Trading leveraged financial products involves significant risk. Market movements, volatility, slippage, margin calls, and stop-outs are risks disclosed in the Risk Disclosure Notice and agreed under the Client Agreement.

Complaints arising solely from normal market risk or disclosed trading risks may not give rise to compensation.

10. Record Retention

We maintain records of complaints in accordance with regulatory requirements.