JBC | COMPLAINTS HANDLING POLICY
Last updated: October 2026

1. About this Policy

1.1. This Complaints Handling Policy (the "**Policy**") is adopted by FGFC Markets Global Ltd operating the Jim Ben & Conners brand and website www.jbandconners.com (the "**Company**", "**JBC**", "**we**" or "**us**"), holder of a licence under number GB25205302, issued by the Financial Services Commission, Mauritius.

1.2. This Complaints Handling Policy, which is always available publicly on the Company's website, sets out the Company's approach to receiving, investigating and resolving Complaints. It has been adopted in accordance with the applicable laws and regulations of the Republic of Mauritius, including the Ombudsperson for Financial Services Act 2018 and the requirements of the Financial Services Commission, Mauritius (the "**FSC**").

2. Definitions

2.1. For the purposes of this Policy:

2.1.1. **"Client"** means any natural or legal person who has entered into an agreement with the Company and holds, or has held, an account with the Company.

2.1.2. **"Complaint"** means any expression of dissatisfaction made to the Company by a Client in relation to the services provided by the Company.

2.1.3. **"Complainant"** means a Client who submits a Complaint directly to the Company.

2.2. Each Complaint will be entered in the Company's complaints log, which records at least the Complainant's name and account number, the date of receipt, a description of the Complaint, the actions taken and its outcome.

2.3. Where a submission does not meet the definition of a Complaint, it will be treated as a general enquiry and the Complainant will be informed accordingly.

3. Submission of Complaints

3.1. A Complainant may submit a Complaint in writing, by email to compliance@jbandconners.com.

3.2. Where a Complaint is made verbally, the Company will ask the Complainant to confirm it in writing, so that it can be formally processed.

3.3. To allow the Company to deal with the Complaint efficiently, it should include:

1. the Complainant's full name and account number;
2. a description of the Complaint and the date on which the matter arose;
3. any supporting documents; and
4. where submitted by a representative, evidence of their authority to act on behalf of the Client.

4. Acknowledgement and Investigation

4.1. Complaints are handled by the Company's Customer Support complaints handling team as well as the Compliance Department, under the supervision of the Compliance Officer, and are escalated to senior management where necessary.

4.2. The Company will investigate each Complaint, taking into account all relevant information available in its records and the Complainant may be asked to provide further information during the investigation.

4.3. The Company shall acknowledge receipt of a Complaint and shall investigate the Complaint and communicate its decision to the Complainant in writing within 30 days from receipt of the complaint, taking into account the nature and complexity of the matter. The decision shall include the outcome of the investigation, the reasons for the decision and any remedial action, where applicable.

4.4. Where, due to the complexity of the matter, a decision cannot be issued within this period, the Company will inform the Complainant of the extension of the deadline.

5. External Dispute Resolution

5.1. A Complainant must first submit the Complaint to the Company to allow the Company the opportunity to solve the matter at hand.

5.2. If the Complainant is dissatisfied with the Company's decision or considers that their Complaint has not been adequately addressed, they may refer the matter to the Financial Services Commission (FSC) of Mauritius through its official complaints procedure, subject to applicable laws and regulatory requirements.

6. Record Keeping

6.1. The Company will keep records of all Complaints and the measures taken for their handling for a minimum period of seven (7) years.

6.2. The Company may use complaints data to monitor the quality of its services and improve its complaints handling process.