



Sun Investing

SUN INVESTING GLOBAL LTD

COMPLAINT HANDLING PROCEDURE

MARCH 2025

Regulated by the Financial Services

Commission of Mauritius

Version N.: 2.0 |

Date: 17-Mar-2025 |

Board Approval Date: 21-Mar-2025 |



POLICY STATEMENT

Sun Investing Global Ltd (“the Company”) will take seriously every single complaint made by its customers. The Company shall conduct the following:

- Investigate each complaint competently, diligently and impartially;
- Assess each complaint fairly, consistently and promptly with respect to subject matter, whether it should be upheld and what remedial action or redress may be appropriate;
- Offer redress or remedial action when appropriate;
- Explain to the complainant promptly and, in a way that is fair, clear and not misleading, its assessment of the complaint, its decision on it and any offer of remedial action or redress; and
- Comply promptly with any offer of remedial action or redress accepted by the complainant.
- Consider complaints as an opportunity to learn, adapt, improve and provide our customers a better service;
- Increase customer confidence in our management commitment to treat them fairly.

The Company will endeavor to resolve all complaints at the earliest opportunity and within eight weeks and to keep complainants periodically updated on the progress of their complaints.

GUIDELINES ON LODGING A COMPLAINT

Customers are actively encouraged to visit the Company’s website for prompt attention. However, customers may file a complaint by the following methods:

- a) Via Website
 - Log in to your ID in customer / client portal;
 - Go to how to connect with us;
 - Click chat with us;
 - Fill up the detailed requirements as follows -
 - Account number;
 - Details of the problem/issue/complaint;
 - Affected transaction number (if applicable);
 - Date and time of subject issue.
- b) Via Email
 - Please send to our email support@suninvesting.com



ACTION BY US

Upon receipt of your complaint, we will acknowledge it within two business days and provide you with a unique reference number for all future correspondence. We have established a set of rules that our responsible employees follow to ensure timely, effective, and appropriate measures are taken in response to your issue.

The responsible employee from the customer service department will contact you within 48 hours of receiving your complaint to discuss the details and record it. They will take all appropriate measures to investigate, address, and resolve the complaint.

In case we are unable to complete our investigation and resolve your complaint within 48 hours, we will keep you updated on the progress of your complaint and communicate with you through email.

We then will endeavour to send a final response to you within 96 hours of receipt of your complaint. If we are unable to provide you with a final response within this time frame, we will write to you explaining why we are unable to issue a final response at this time and advise you when you can expect a final response.

After the investigation is concluded, the responsible employee will inform you of the outcome and provide clear and understandable instructions for any further steps that will be taken to resolve the issue and prevent its occurrence in the future.

Our goal is always to resolve complaints in a professional and amicable manner.

For more information, please refer to their website: support@suninvesting.com