

# SKY LINKS CAPITAL LIMITED

INCORPORATED UNDER REPUBLIC OF MAURITIUS AND REGULATED BY  
FINANCIAL SERVICE COMMISSION

## CLIENT COMPLIANT POLICY

Premier Business Center, 10th Floor, Sterling Tower, 14 Poudrière  
St, Port Louis, Mauritius

Sky Links Capital Limited is a Limited Company with Investment Dealer (Full Service Dealer excluding Underwriting) under License No. GB20025812 and is authorized and regulated by the **Financial Services Commission (FSC)** in Mauritius.

## INTRODUCTION

Sky Links Capital Limited (“the Company”) is committed to maintaining the highest standards of client service and ensuring that all client interactions are conducted with integrity, transparency, and professionalism. This policy establishes a structured mechanism for the fair, efficient, and transparent handling and resolution of client complaints, in accordance with applicable laws and regulatory requirements.

Notwithstanding the Company's commitment to excellence, it acknowledges that there may be instances where client expectations are not fully met. In such cases, clients are encouraged to promptly contact the Customer Support team through designated communication channels to report their concerns via email at [complaints@skylinkscapital.com](mailto:complaints@skylinkscapital.com) or by telephone at (+971-44957009). The Company shall ensure that all complaints are received, acknowledged, and investigated in a timely manner, with due consideration given to their nature and complexity.

All complaints shall be handled with impartiality, confidentiality, and in compliance with legal and regulatory obligations. The Company remains committed to taking appropriate corrective measures, where necessary, to uphold its service standards and maintain client trust. We will make every effort to address and resolve any issues promptly and will acknowledge receipt of your concerns as soon as possible. The Firm will strictly adhere to the Internal **Complaints Handling Procedure** to ensure that all complaints are addressed efficiently and in accordance with established standards.

## REGISTER A COMPLAINT

Clients who wish to file a complaint with Sky Links Capital Limited (“the Company”) may do so through the official communication channels designated by the Company, including, without limitation, email at [complaints@skylinkscapital.com](mailto:complaints@skylinkscapital.com) and telephone at +971-44957009. To facilitate the prompt, efficient, and effective handling of complaints, clients are required to provide, at a minimum, their full legal name and client account number for verification purposes, along with valid contact details, including an email address and a telephone number, to ensure proper communication.

To help us investigate and resolve your complaint as efficiently as possible and with minimal inconvenience to you, please ensure that you provide us with as much information as possible when contacting us, including:

- Your name and client account number
- Contact details
- A detailed description of your complaint
- Copies of any relevant documents
- Details of the actions you would like us to take in order to resolve the issue and rectify the situation to your satisfaction.

Upon receipt of a complaint, the Company shall acknowledge its submission in a timely manner and undertake a fair and impartial review in accordance with its internal policies and applicable regulatory obligations. All complaints will be handled with the utmost confidentiality, ensuring that clients are kept informed of the progress and resolution status of their complaint.

The Company reserves the right to request additional information or documentation deemed necessary for the investigation and resolution of the complaint.

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### COMPLAINT HANDLING PROCESS

Upon receipt of a complaint, Sky Links Capital Limited (“the Company”) shall acknowledge its submission in a timely manner and commence a fair, impartial, and comprehensive investigation in accordance with its internal policies and applicable regulatory requirements. The Company shall ensure that the investigation is conducted with due diligence, transparency, and objectivity, taking into account all relevant facts and circumstances. Throughout the process, the Company will keep the client informed of any material developments, including any delays that may arise in the resolution of the matter.

Upon completion of the investigation, the Company shall provide the client with a formal written response detailing its findings, the outcome of the review, and any remedial actions taken, if applicable. While the Company endeavors to resolve complaints expeditiously, certain complex matters may require extended investigation. In such instances, the Company shall provide periodic updates on the status and progress of the complaint, ensuring that the client remains informed until a final resolution is reached. All complaints will be handled with the utmost confidentiality and in strict compliance with the Company’s legal and regulatory obligations.

### ESCALATION TO THE COMPLIANCE TEAM

In the event that a client is dissatisfied with the response provided by the Customer Support team or if the complaint remains unresolved, the client may escalate the matter to the Compliance Team for an independent and impartial assessment. Upon escalation, the Compliance Team shall conduct a comprehensive review of the complaint, including all relevant facts, documentation, and surrounding circumstances. The Compliance Team will evaluate whether the client has been treated fairly and in accordance with the Company’s internal policies, contractual obligations, and applicable regulatory requirements.

Following the conclusion of its review, the Compliance Team shall issue a formal written response outlining its findings, the outcome of the investigation, and any remedial measures deemed necessary. This response shall be provided within a maximum period of four (4) weeks from the date of the original complaint, except in cases where exceptional circumstances necessitate an extension, in which case the client shall be duly informed.

Clients who wish to escalate a complaint may contact the Compliance Team via email at **compliance@skylinkscapital.com**. The Company shall ensure that all escalated complaints are handled with fairness, transparency, and confidentiality, in full compliance with its legal and regulatory obligations.

A comprehensive written response will be provided within a maximum of 4 weeks of receipt of the original complaint.

### FINAL RESOLUTION

Sky Links Capital Limited (“the Company”) is committed to ensuring that all complaints are addressed with the highest standards of transparency, fairness, and efficiency. Upon completion of the internal complaint-handling process, if a client remains dissatisfied with the outcome, they may have the right to escalate the matter to the relevant regulatory authority in accordance with applicable laws and regulations.

Details regarding the appropriate regulatory escalation procedures, including contact information for the relevant authority, will be provided upon request. The Company shall fully cooperate with any regulatory inquiries and will ensure that all necessary documentation and records related to the complaint are made available in compliance with legal and regulatory requirements.

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#### PERIODIC REVIEW AND MODIFICATIONS

Sky Links Capital LLC reserves the right to amend, modify, or update this policy at its sole discretion to ensure continued compliance with the laws and regulations of the Republic of Mauritius, including but not limited to the **Financial Services Act 2007, the Securities Act 2005, the Mauritius Financial Services Commission (FSC) guidelines**, and any other applicable regulatory requirements. Any amendments to this policy shall be made in accordance with prevailing legal obligations and best practices in the financial services industry.

The Company shall ensure that any material revisions to this policy are duly communicated to clients through appropriate channels as required by law. Where necessary, updates will be submitted to the relevant regulatory authorities to maintain full regulatory compliance.

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**Appendix 1****INDIVIDUAL COMPLAINTS REPORT TEMPLATE****Complainant** \_\_\_\_\_**Date Reported** \_\_\_\_\_**Complaint Details****Root Cause-****Is this a control weakness involved?****Is this a systemic or likely to be a systemic issue? (Provide a reason why not):****If he was a missing or broken control, what has been or is being done to rectify the issue?****Compliance Officer:** \_\_\_\_\_

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**Appendix 2****CLIENT COMPLAINT ACKNOWLEDGEMENT LETTER**

Date:

[Client Name]

[Client Address]

Dear \_\_\_\_\_

Thank you for your [letter/email] dated \_\_\_\_\_ expressing your comments on our products and services.

At Sky Links Capitals Limited, our client satisfaction always comes first and lies at the core of our business and client servicing philosophy. As such, we appreciate your sharing your feedback with us and for allowing us the opportunity to address it immediately.

We have already discussed the matter you raised with our the concerned teams and appropriate individuals, who will be investigating the situation, and we shall keep you apprised of the outcome as soon as possible.

Once again, we wish to thank you for your continued support of Sky Links Capitals Limited, and we wish to reiterate our commitment to continually improve our service quality and standards to our valued clients like yourself. You are most welcome to channel your feedback to us at any time through letter, telephone, fax, email or in person.

Please do not hesitate to contact us should you have further queries on the above or if we can be of service to you in any other way.

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