



PUBLIC NOTICE

Complaint procedures

05 March 2018

The Bank of Mauritius wishes to bring to the attention of the public at large that any customer of a financial institution licensed by the Bank, and who is aggrieved by any act or omission on the part of the financial institution, may make a complaint in writing to the financial institution for remedial action provided that it is made within 7 years from the date of the act or omission giving rise to the complaint.

The financial institution shall deal with the complaint and a written reply shall be given to the complainant as soon as practicable but not later than 3 months as from the date the complaint is received by the financial institution.

In case a complainant is dissatisfied with the reply, or if a reply is not received within three months as from the date of the complaint, the matter may then be referred to the Bank of Mauritius. This should be done in writing and should specify the nature of the complaint, the reasons for dissatisfaction and the redress being sought. The following documents should also be enclosed:

- (i) A copy of the initial complaint made to the financial institution;
- (ii) A copy of the reply of the financial institution; and
- (iii) Any other document or information which may be of relevance to the complaint.

The list of institutions duly licensed and regulated by the Bank of Mauritius and additional details regarding complaint procedures are available on the Bank of Mauritius website on **www.bom.mu**.