



DISPUTE RESOLUTION

NEXUS FINTRADE INTERNATIONAL LTD

VERSION: 1.0 - JULY 2026

NEXUS FINTRADE INTERNATIONAL LTD
REGISTERED OFFICE: SUITE 803, 8TH FLOOR, HENNESSY TOWER, POPE HENNESSY STREET,
PORT LOUIS 11328, REPUBLIC OF MAURITIUS
LICENSE NUMBER: GB25205239 | REGISTERED AND REGULATED BY FINANCIAL SERVICES COMMISSION (THE "FSC") IN MAURITIUS

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1. Introduction

At NEXUS FINTRADE INTERNATIONAL LTD, we are committed to providing our clients with the highest level of service and maintaining their trust and confidence. We understand that disputes may arise from time to time, and we are dedicated to resolving them in a fair and efficient manner. This Dispute Resolution Policy outlines our process for addressing and resolving disputes that may arise between NEXUS FINTRADE INTERNATIONAL LTD and our clients.

2. Scope of the Policy

This policy applies to any dispute between NEXUS FINTRADE INTERNATIONAL LTD and its clients, including but not limited to complaints regarding investment advice, account administration, trade execution, fees, and other matters related to our services.

3. Dispute Resolution Process

3.1. Step 1: Contacting the Investment Dealer

Clients are encouraged to contact our Compliance Officer by sending an email to discuss any concerns or disputes they may have. The Compliance Officer will make every effort to resolve the issue promptly and informally. Clients can also contact our customer service department if they prefer.

3.2. Step 2: Formal Complaint

If the client is not satisfied with the resolution provided in Step 1 or prefers to support@nexusfintrade.com escalate the matter further, they may submit a formal complaint in writing to NEXUS FINTRADE INTERNATIONAL LTD Compliance Officer or another designated individual within the organization. The written complaint should include a detailed description of the dispute, relevant account information, and any supporting documentation.

3.3. Step 3: Investigation and Review

Upon receipt of a formal complaint, NEXUS FINTRADE INTERNATIONAL LTD will conduct a thorough investigation into the matter. The Compliance Officer or designated individual will review all relevant information, including client records, account statements, correspondence, and any other evidence provided by the client or available to NEXUS FINTRADE INTERNATIONAL LTD.

3.4. Step 4: Resolution

Based on the findings of the investigation, NEXUS FINTRADE INTERNATIONAL LTD will determine an appropriate resolution for the dispute. The resolution may involve corrective action, compensation, or any other reasonable measures deemed necessary to address the client's concerns. The client will be notified in writing of the resolution within a reasonable timeframe.

4. External Mediation and Arbitration

4.1. Mediation

If the client is not satisfied with the resolution provided by NEXUS FINTRADE INTERNATIONAL LTD or wishes to pursue alternative dispute resolution, they may request mediation. Mediation involves engaging a neutral third party to facilitate discussions between the client and NEXUS FINTRADE INTERNATIONAL LTD with the aim of reaching a mutually acceptable resolution. Both parties will share the costs of mediation equally.

4.2. Arbitration

If mediation fails to resolve the dispute or if the client wishes to pursue arbitration directly, they may do so in accordance with applicable laws, regulations, and the terms of the account agreement. The client and NEXUS FINTRADE INTERNATIONAL LTD will select an arbitrator or arbitral tribunal, and the decision reached through arbitration will be binding on both parties.

5. Record Keeping

NEXUS FINTRADE INTERNATIONAL LTD will maintain records of all formal complaints and their resolutions, including relevant documentation and correspondence, for at least 7 years after the dispute resolution.

6. Reporting

NEXUS FINTRADE INTERNATIONAL LTD will report complaints and dispute resolutions to the appropriate regulatory bodies as required by applicable laws and regulations. Furthermore, any complaint shall be dealt with in accordance with our Complaint Handling Policy.

7. Confidentiality

All parties involved in the dispute resolution process, including the client, NEXUS FINTRADE INTERNATIONAL LTD and any third-party mediators or arbitrators, will treat the proceedings and any related information as strictly confidential, unless required by law or regulatory obligations.

8. Amendment of the Policy

NEXUS FINTRADE INTERNATIONAL LTD reserves the right to amend or modify this Dispute Resolution Policy as necessary. Any changes will be communicated to clients in writing or through other appropriate means.