

NOTICE TO OUR VALUED CUSTOMERS

SICOM is committed to providing you with an excellent level of service, but we recognise that there may be an occasion when you feel we have not achieved the standards of service that we aim to deliver to you and you wish to make a complaint accordingly.

In this respect, the company has set up a Complaints Handling Structure in line with the Guidelines issued by our Regulator, the Financial Services Commission.

We provide you below with a summary of the Complaints Handling System in place at SICOM:

- When making a complaint, kindly state its nature and provide us with full details and supporting documents if any. The complaint should preferably be in writing.
- Please address your complaint to our Complaints Coordinator.
- The Complaints Coordinator will send you a written acknowledgement of your complaint within 3 working days of receipt of same.
- Our aim is to resolve any complaint and inform you of our final response normally within 30 working days of receipt of the complaint. There will however be occasions where you may remain dissatisfied with our response, in which case you may refer your complaint to the Financial Services Commission.

Full details of our Customer Complaints Procedures are provided in a leaflet that can be obtained upon request from our Complaints Coordinator. Alternatively, you may request for a leaflet by emailing our Complaints Coordinator at feedback@sicom.intnet.mu

We also value your comments on service provided with which you were particularly impressed. Constructive feedback helps us grow as a customer-focused company.