



REFUND POLICY

INTRODUCTION

This Refund Policy outlines the terms and conditions under which clients of Aksys Global Markets Ltd (hereinafter referred to as "the Firm") may request refunds. The Firm operates under the regulatory framework of the Financial Services Commission of Mauritius and adheres to all relevant laws and regulations to ensure transparency, fairness, and the protection of client interests.

1. ELIGIBILITY FOR REFUNDS

Refunds are applicable under the following circumstances:

- 1.1. If a transaction is proven to be unauthorized or fraudulent after thorough investigation by the Firm.
- 1.2. If the client experiences discrepancies in service delivery, such as non-execution or incorrect execution of orders, and these have been verified and approved by the Firm.
- 1.3. If the client has been charged incorrectly due to billing or system errors.

2. REFUND REQUEST PROCEDURE (CHARGEBACKS)

- 2.1. Clients must submit a refund request through the Firm's secure Client Portal, ensuring they provide the transaction ID, the reason for the refund, and any relevant documentation.
- 2.2. The Firm will review the refund request, ensuring it complies with all aspects of the Payment Card Industry Data Security Standards (PCI DSS) and all relevant laws and regulations as published by the Card Associations from time to time. This includes verifying the client's identity, reviewing transaction records, and validating the legitimacy of the claim.
- 2.3. The Firm may request additional information or documentation from the client to support the refund request.

3. PROCESSING TIME

- 3.1. The Firm commits to processing valid refund requests within 30 business days, in line with the Payment Card Industry Data Security Standards (PCI DSS) and all relevant laws and regulations as published by the Card Associations.
- 3.2. Clients will be notified of the status of their refund request via secure communication channels at each stage of the process.

4. REFUND METHOD

- 4.1. Refunds will be issued using the original payment method unless an alternative method is agreed upon by both parties, subject to Financial Services Commission's regulations on fund transfers and anti-money laundering (AML) compliance.
- 4.2. In cases where the original payment method is unavailable, the Firm will arrange an alternative, compliant method for issuing the refund as agreed by both parties.

5. COMPLIANCE WITH FINANCIAL SERVICES COMMISSION

The Firm will ensure that all refund processes comply with Financial Services Commission's regulatory framework and the Payment Card Industry Data Security Standards (PCI DSS), including:

- 5.1. Ensuring client funds are segregated and protected in accordance with Financial Services Commission requirements.
- 5.2. Verifying the identity of the client and the legitimacy of funds in compliance with anti-money laundering (AML) and Know Your Customer (KYC) regulations.
- 5.3. Maintaining accurate records of all refund requests and transactions and all other applicable data, as required by Financial Services Commission.

6. FRAUD PREVENTION AND SECURITY

The Firm utilizes advanced security measures to prevent fraudulent refund requests and ensure the integrity of client transactions. This includes:

- 6.1. Continuous monitoring of transactions for suspicious activities.
- 6.2. Ensuring that all communications regarding refund requests are conducted through secure and encrypted channels.
- 6.3. Adhering to the General Data Protection Regulation (GDPR) and other relevant data protection laws to safeguard client information.

7. CLIENT REPOSIBILITIES

- 7.1. Clients are responsible for maintaining the confidentiality and security of their account credentials. Any unauthorized access or suspicious activity must be reported to the Firm immediately.
- 7.2. Clients must ensure that their personal and banking information is current and accurate to facilitate the refund process.

8. DISPUTE RESOLUTION

- 8.1. Clients must ensure that their personal and banking information is current and accurate to facilitate the refund process.
- 8.2. If the dispute cannot be resolved internally, clients have the right to seek recourse through Financial Services Commission.

9. POLICY UPDATES

- 9.1. The Firm reserves the right to amend this Refund Policy as necessary to comply with changes in Financial Services Commission regulations or other applicable laws.
- 9.2. Clients will be notified of any significant changes to this policy through the Firm's official communication channels.

10. CONTACT INFORMATION

- 10.1. For any inquiries or concerns regarding this Refund Policy, clients can contact our support team via the secure messaging system available on our website.
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