

## COMMUNIQUÉ

### Launch of the FSC Mauritius Online Complaints Portal

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The Financial Services Commission (FSC) Mauritius is pleased to announce the launch of its Online Complaints Portal as from 16 March 2026, designed to facilitate the submission of complaints against the following:

- FSC Mauritius;
- a regulated entity holding a Global Business licence from the FSC Mauritius; and
- an entity conducting financial services activities without a licence.

The FSC wishes to inform the public that;

- All complaints must be submitted exclusively through the Online Complaints Portal. Complaints received by phone, email, through the contact section of the website of the Commission, or in person will not be entertained.
- Once submitted, complaints will be registered electronically and assessed in accordance with the Commission's established complaints-handling procedures.
- Complaints submitted anonymously or with fake contact details will not be considered.

For complaints relating to the conduct of domestic regulated licensees (including insurers), these must be directed to the Office of the Ombudsperson for Financial Services. More information on the link: [Office of Ombudsperson for Financial Services](#)

In addition, for whistleblowing, the Commission has an established Whistleblowing Desk, under Section 45 of the Financial Services Act. Reports can be submitted through the [Whistleblowing Form](#) by email ([whistleblowingdesk@fscmauritius.org](mailto:whistleblowingdesk@fscmauritius.org)) or by post or in person.

The FSC Mauritius remains committed to processing complaints with diligence and in the best interest of the public.

13 March 2026

About the FSC Mauritius

*The FSC Mauritius is the integrated regulator for the non-banking financial services sector and global business.*

*The vision of the FSC Mauritius is to be an internationally recognised financial supervisor committed to the sustained development of Mauritius as a sound and competitive financial services centre.*

*In carrying out its mission, the FSC Mauritius aims to promote the development, fairness, efficiency and transparency of financial institutions and capital markets in Mauritius; suppress crime and malpractices so as to provide protection to members of the public investing in non-banking financial products; and ensure the soundness and stability of the financial system in Mauritius.*