

# COMMUNIQUÉ

## Updates to FSCOne Platform

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The Financial Services Commission, Mauritius (FSC) wishes to bring to the attention of its stakeholders, the following updates concerning the FSCOne Platform:

### **New FSCOne ticketing system**

The existing ticketing system on the FSCOne Platform has been uphauled to provide a technical support, tracking pending service requests and notifications of resolution thereof.

Users of the FSCOne platform are encouraged to log their queries on the new ticketing system.

### **Setup of a dedicated call centre**

To provide timely assistance to the users of the FSCOne platform a dedicated pool of helpdesk officers has been assigned to a new call centre on **404 5606**. The objective is to provide timely response to any query, status and clarification.

The helpdesk team will also revert on calls made on the above-mentioned hotline.

### **Joint technical committee (FSC/Industry)**

In order to make the FSCOne platform more effective and user-friendly, a joint technical committee is being set up to validate the enhancements proposed by the FSC. In this respect, regular meetings will be organised to gather feedback and/or emerging needs of the industry in view of improving the FSCOne Platform.

*17 September 2024*

## **About the FSC**

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

***The vision of the FSC 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 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.***

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