Financial Services Tribunal

CASE NO.: FAB118/2026

FAIS OMBUD REF.: FAIS-129399/26-27/ 5

RAFAH SALEH ALYOUSEF **APPLICANT**

and

ATRIAFINANCIAL SA (PTY) LTD **FIRST RESPONDENT**

OFFICE OF THE OMBUD FOR FINANCIAL SERVICES PROVIDER **SECOND RESPONDENT**

RULING BY THE CHAIRPERSON

The application is dismissed. If, as the applicant alleges, she contracted with the respondent, why was her initial complaints directed at The following?

Evest (Complaints and Financial Claims Department)

Atriafinancial Holdings Ltd
Atriafinancial (Cyprus Branch)
Capital Market Authority (CMA), Kingdom of Saudi Arabia
eCrime Platform (Dubai Police)
Department of Economy and Tourism in Dubai (Licensing and Consumer Protection Department)
Dubai Financial Services Authority (DFSA)
Financial Market Authority
Vanuatu Financial Services Commission (VFSC).

In any event, the Ombud deals with complaints relating advice (as defined) and intermediary services (as defined) to financial products (as defined).

The complaint does not relate to advice, to intermediary services or to financial products. Trading platforms do not fall under its jurisdiction.



LTC HARMS

Chairperson

31 August 2026