



CLIENT COMPLAINT POLICY

At ADSS Securities, we are committed to providing you with the best customer experience we can, however we realise that we may not always live up to your expectations. In the unlikely event that you feel dissatisfied with any respect of our service we ask you to contact our Customer Support team via mail at primesupport@adssecurities.com or via telephone on +971 2 657 2300 . We will endeavor to resolve all issues within an expedient timeframe and respond to you acknowledging receipt of the issues you have raised.

If you are not satisfied with the response from our Customer Service agent, or you are unable to resolve the issue at this level, then you may raise the matter as a complaint with our Compliance Team. The team will undertake an independent assessment of the complaint with a full diagnosis of the events. They will assess whether you, the client has been treated fairly and examine if ADS Securities has met all of its contractual and regulatory obligations in regards to the occurrence. A comprehensive written response will be provided within a maximum of eight weeks of receipt of the original complaint.

If you need to contact our Compliance Team please write to us at **compliance@adssecurities.com** or **Compliance Department, 8th Floor, CI Tower, Cornich Road, P.O.Box 93894**

To help us investigate and resolve your complaint as expediently as possible, and with minimal inconvenience to yourself, please make sure you give us as much information as possible when contacting us, including;

- Your name and client account number
- Contact details
- A precise description of your complaint
- Copies of any relevant documents
- Details of what you would like us to do to put it right

Once we have received your complaint then we will aim to resolve any issues as quickly as possible. Some issues may take longer to investigate, although we will always provide a response in a prompt manner and will keep you informed of any delays in the investigation process. Our 'final response' once issued, will document and explain the full outcome of our investigation.

We believe that providing clients with access to mechanisms for dealing with complaints about financial services is a fundamental component of the regulatory regime. If you are not satisfied with our final verdict, then you can request the Central Bank of the UAE to examine your claim.

The Central Bank does NOT act as an independent forum for the resolution of complaints (although it will specifically address occurrences of fraud as a separate issue if they have been perpetrated by a regulated company/person) and as such it can in no way be considered to be a point of call in respect to acting as a 'formal' Financial Ombudsman. However in the course of our regulatory duties we always cooperate with the Central Bank and will willing re-examine your case and respond to any queries in this regard.

ADS Securities are required to provide a copy of its complaints handling procedures on request to eligible complainants.

The UAE Central Bank may be contacted at;
www.centralbank.ae
Phone: 80022823
Fax: 00971 2 691 6004