



# 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](mailto: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. Our Trading Services Team will undertake an assessment of the complaint with a full diagnosis of the events, engaging other teams internally where appropriate. 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 Complaint. A comprehensive written response will be provided which will explain the outcome of our investigation. Typically you will receive this within five business days of receipt of the complaint. Some issues may take longer to investigate, and we will keep you informed if it is likely to take longer than five business days to provide you with a written response.

If you would like to raise a Complaint please write to us at [complaints@adss.com](mailto:complaints@adss.com) or Trading Services Team, 8th Floor, CI Tower, Corniche 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

If you are not satisfied with our final written response, then you can request the Securities and Commodities Authority to examine your claim.

The Securities and Commodities Authority 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 cannot be considered to act as a 'formal' Financial Ombudsman.

To raise a Complaint with SCA they require that you pay a fee and ensure that you have raised your Complaint with the relevant Firm that is the subject of the Complaint in the first instance. Additional details on SCA's approach is detailed on their website.

The Securities and Commodities Authority may be contacted at; [www.sca.gov.ae](http://www.sca.gov.ae) Phone: 800722823