

Complaints Notice

Pepperstone Financial Services (DIFC) Limited

DIFC CL: 3460
DFSA No: F004356
Version: 2.0
Review: Annual
Date: July 2023

Complaints Notice

In the unlikely event that you are not satisfied with any aspect of our services, please contact our client support team by email at support.ae@pepperstone.com.

If our support team isn't able to resolve your issue, then you can raise the matter as a complaint with our Compliance team. They'll carry out an impartial assessment of the complaint to establish whether we've acted fairly and met all our contractual and regulatory obligations to you.

We'll provide you with a written response within 60 days of receiving your complaint, in most cases much sooner.

You can contact our compliance team at:

compliance.ae@pepperstone.com

Or

Attn: Compliance Department
Pepperstone Financial Services (DIFC) Limited Al Fattan Currency House,
Office 1502 A, Level 15, Tower 2, P. O. Box 482087
DIFC – Dubai
United Arab Emirates

If you believe that we haven't resolved your complaint to your satisfaction, then you can refer your complaint to the Dubai Financial Services Authority ("DFSA").

The DFSA is the independent regulatory body for financial services firms incorporated and registered in the Dubai International Financial Centre ("**DIFC**").

DFSA contact:

Dubai Financial Service Authority Level 13, The Gate, PO Box 75850, Dubai, UAE

Facsimile: +971 (0)4 362 0801

You may also use the below link to access the DFSA's Complaints Portal.

https://www.dfsa.ae/your-resources/consumer/complaints

The DFSA will only consider complaints submitted in writing and will not consider a complaint until we have had the opportunity to address it first.

Issued by Pepperstone Financial Services (DIFC) Limited July 2023

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