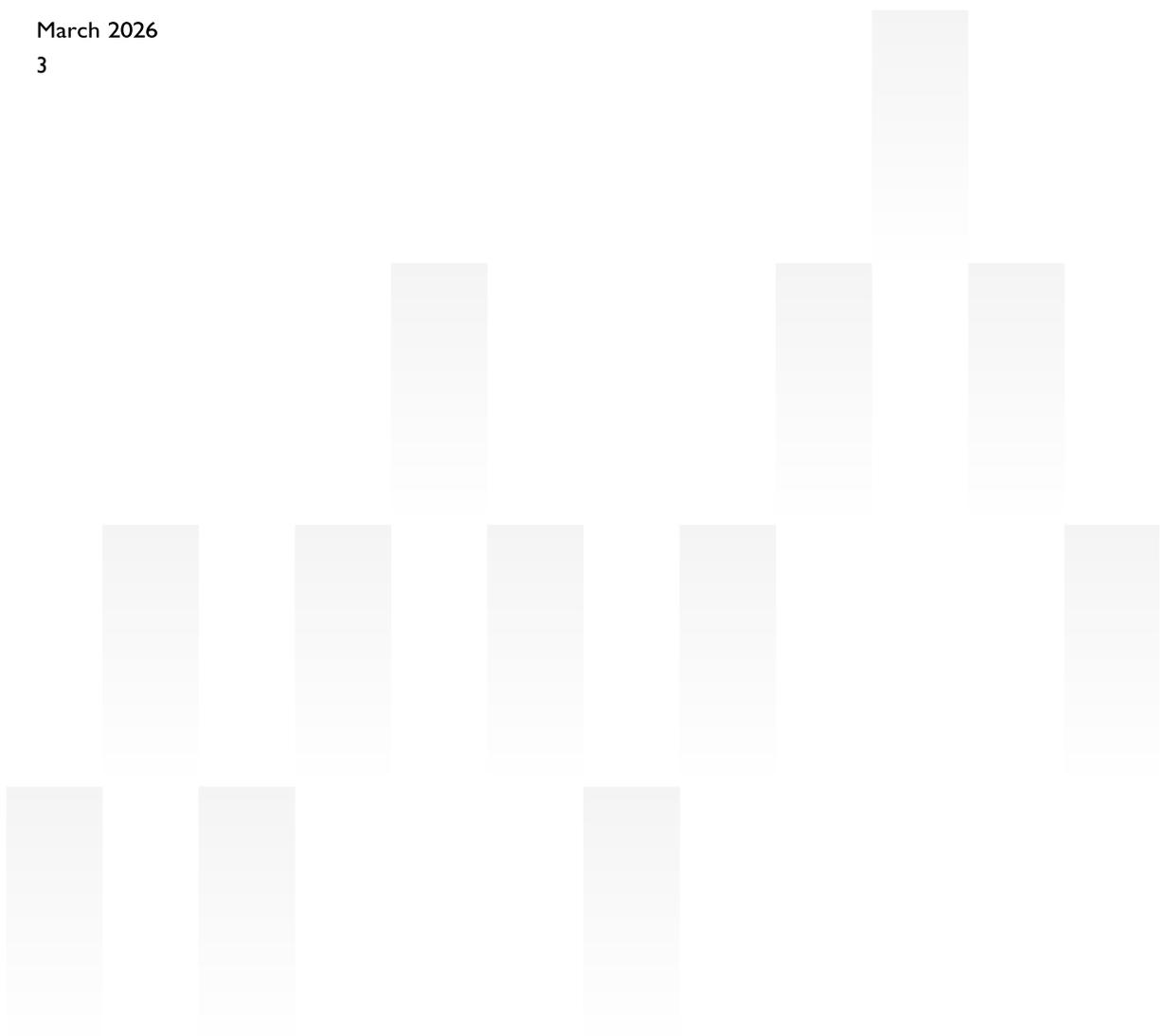


# Complaints Notice

Pepperstone Markets Limited

Date March 2026  
Version 3



## Complaints Notice

In the unlikely event that you're not satisfied with any aspect of our service, please contact our Client Experience team by email at [support@pepperstone.com](mailto:support@pepperstone.com).

If our Client Experience representative 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 of our contractual and regulatory obligations to you.

We'll provide you with a written response within 14-21 days of receiving your complaint. You can contact our Compliance Team at: [compliance.bs@pepperstone.com](mailto:compliance.bs@pepperstone.com)

If you believe that we haven't resolved your complaint to your satisfaction, then you are able to refer your complaint to The Securities Commission of The Bahamas ('**SCB**').

We'll provide you with the relevant escalation contact details for the SCB when we issue you with a response to your complaint.

### Complaints to the SCB

The SCB is the financial services regulatory body that Pepperstone is licensed by in The Bahamas.

The SCB can be contacted at the following address:

*The Executive Director  
Securities Commission of The Bahamas  
Poinciana House North Building  
2<sup>nd</sup> Floor, 31A East Bay Street  
PO Box N-8347  
Nassau, The Bahamas  
Phone: Tel: +242 397 4100  
Email: [ecomplaints@scb.gov.bs](mailto:ecomplaints@scb.gov.bs)*



**Pepperstone Markets Limited**  
#1 Pineapple House  
Old Fort Bay, Nassau  
New Providence, The Bahamas

Click or tap here to enter text.

[www.pepperstone.com/en](http://www.pepperstone.com/en)  
[support@pepperstone.com](mailto:support@pepperstone.com)