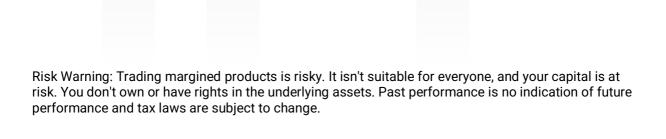


Complaints Notice

Pepperstone Markets Kenya Limited

Date: June 2022 Company No.: PVT-PJU7Q8K

Version: 2 Review: Annual



Complaints Notice

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

If our support representative isn't able to resolve your issue then you can raise the matter as a complaint with our Compliance Officer. 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 90 days of receiving your complaint.

You can contact our Compliance Officer at:

compliance.ke@pepperstone.com

Or

Attention – the Managing Director Pepperstone Markets Kenya Limited 2nd Floor, The Oval, Ring Road Parklands PO Box 2905-00606 Nairobi, Kenya

If you believe that we haven't resolved your complaint to your satisfaction, then you can refer your complaint to Kenya Capital Markets Authority ("**CMA**"). The CMA won't consider a complaint until we've had the opportunity to address it first.

The CMA can be contacted at the following address:

The Chief Executive Capital Markets Authority P.O. Box 74800, 00200 Embankment Plaza, 3rd Floor Longonot Rd, Upperhill Nairobi

Phone: Tel: +254 20 2264400/ 2264900/ 2221910/ 2221869

Email: corporate@cma.or.ke

Complaints can be submitted using this complaints form on the CMA website.



2nd Floor, The Oval Ring Road Parklands P.O Box 2905 - 00606 Nairobi, Kenya

Support: +254 20 389 3547/8/9

 $\frac{www.pepperstone.com/en-af}{support@pepperstone.com}$