

Complaints Notice

Pepperstone Markets Kenya Limited

Date: June 2022
Company No.: PVT-PJU7Q8K
Version: 2
Review: Annual

Risk Warning: Trading margined products is risky. It isn't suitable for everyone, and your capital is at risk. You don't own or have rights in the underlying assets. Past performance is no indication of future performance and tax laws are subject to change.

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.



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Ring Road Parklands
P.O Box 2905 - 00606
Nairobi, Kenya

Support:
+254 20 389 3547/8/9

www.pepperstone.com/en-af
support@pepperstone.com