

Complaints Notice

Pepperstone Markets Kenya Limited

Date: June 2026
Company No.: PVT-PJU7Q8K
Version: 3
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.

We'll provide you with a written response within 1-5 days to confirm that we have received your complaint.

We will assign a unique reference number and carry out an impartial assessment to determine whether we've acted fairly and met all our contractual and regulatory obligations to you.

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 a maximum of 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 the 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 Officer
Capital Markets Authority
P.O BOX 74800, 00200
Embarkment Plaza 3rd Floor Longonot Road Upperhill
Nairobi Kenya

Phone: Tel: +254 (20) 2226225/ 2264400/ 2264900/2221910/ 2221869

Cell:-+254 722 207767,734651550, 2226225


Email: corporate@cma.or.ke

Complaints can be submitted using the [complaints portal](#) on the CMA website.

Cell:-+254 722 207767,734651550, 2226225

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

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