

# Complaints Notice

Company: Pepperstone Financial Services LLC  
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# 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@pepperstone.com](mailto:support@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 30 days of receiving your complaint, in most cases much sooner.

You can contact our compliance team at:  
[compliance.ae@pepperstone.com](mailto:compliance.ae@pepperstone.com)

Or

Attn: Compliance Department  
302 Emaar Square Building 3  
Burj Khalifa, 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 Securities and Commodities Authority ("SCA").

The SCA is the independent regulatory body for financial services firms incorporated and registered in the Securities and Commodities Authority (SCA).

SCA contact:  
Securities and Commodities Authority (SCA)  
SCA Building, 5<sup>th</sup> Street, Al Garhoud Area  
Dubai, UAE  
PO Box 33733 - Abu Dhabi, UAE  
800 (722823)  
[contactus@sca.ae](mailto:contactus@sca.ae)

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

<https://www.sca.gov.ae/en/services/services-catalogue/submit-complain-related-to-capital-market-transactions.aspx>

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

