



How to File a Complaint



A complaint must fulfill the following requirements

1. It must be clear, in a written form, and against a person (natural or legal). It should also contain specific and logical demands and objections.
2. It must contain the complainant's signature, ID number, address, and contact numbers. If the defendant is not authorized by CMA, Their full address and contact information should be provided.
3. Attach supporting documents with the complaint. As for the complainant, a copy of the National ID for Saudis and GCC citizens (The Residence permit for non-Saudis, a copy of the passport for Resident Aliens Abroad, a copy of the commercial registration for companies and corporations, and the complaint should be signed by the person



responsible) and a copy of the power of attorney if the person filing the complaint is representing the complainant.

Steps to File a Complaint

First step: Contact the Authorized Person (Brokerage Firm) and Explain the Problem

Many of the queries and problems could be solved simply and quickly by telephone without the need to do anything else. In some cases, the Authorized person's (Brokerage Firm) employee whom you are dealing with could explain the cause of the problem and solve it immediately through the telephone. It is better to speak first to the employee you are used to deal with because he/she is more familiar to your relationship with the company. If you do not have someone specific to deal with, then you may call the customers' complaint number, the toll free number which is



dedicated to customer services or contact the company's General Administration.

If there wasn't any response, you did not get what you want and you could not easily solve your problem, then inform the employee you are dealing with that you want to file a formal complaint. Ask for details about the procedures to file complaints with the company then follow the steps. Authorized Persons should deal with the complaints received from clients by taking appropriate and immediate actions.

- *Prepare and Organize the Necessary Information*

Organize and prepare all necessary information before calling so that the numbers for your accounts, portfolios, ID and any other details related to the complaint are available. This will enable the employee to quickly handle your case and it will be easier for you to explain your complaint clearly and logically.

- *How to Contact the Authorized Person (Brokerage Firm)?*

- By Telephone*

Using the telephone is a good way to deal with simple problems. Do not hesitate to ask questions if there is anything you do not know or understand.

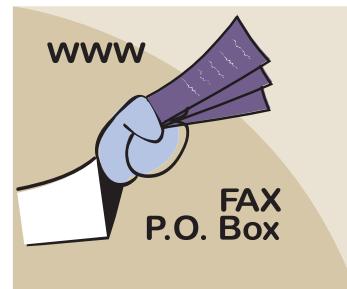
Companies have experienced employees who are ready to answer you. It is very important to write down the time and date of the telephone call plus the name of the person you spoke to and details of what happened.

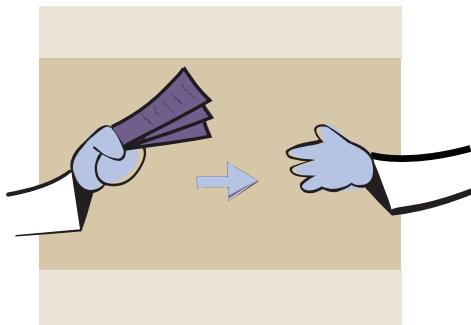
- In Person*

Coming in person to the company or its branch is a good way to file a complaint whether it is a simple or a complex one. It is very important to write down the time and date of your attendance and the name of the person you spoke to and details of what happened.

- Via E-mail*

E-mail is a good method due to its speed and the possibility of printing copies of all correspondence made through it at any time as long as you make sure that the company's email is the right one for receiving complaints.





Second Step: Receiving Complaints, Notifications and Inquiries

The Capital Market Authority receives the complaints that come under the rules of the Capital Market Law and its Implementing Regulations, to study them, conduct necessary investigation to confirm the validity of the complaints, and to settle disputes that arise between the parties involved in securities business. CMA also handles receiving and referring the complaints in disputes between the market participants themselves and between the participants and their clients to the Saudi Stock Exchange (Tadawul) for settlement. If the settlement was impossible, the complaint is returned to the CMA to issue a notice to enable the complainant to follow up on his/ her suit at the Committee for the Resolution of Securities Disputes (CRSD).

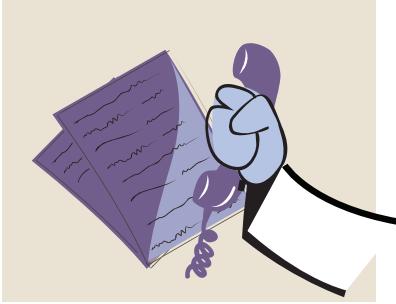
The CMA receives notifications that come under the rules of the Capital Market Law and its Implementing Regulations.

The CMA also receives the inquiries related to the complaints filed and the investment portfolios confined as well as the decisions and the instructions issued by it.

Complaints that come under CMA's jurisdiction

Examples of, but not limited to, the complaints received at CMA:

- Complaints related to securities ownership registration.
- Investors' complaints against Authorized Persons (Brokerage Firms).
- Complaints related to listing securities in the market.
- Complaints related to executing deals that do not include violation penalties.
- Complaints related to companies' profits and shares' certificates.
- Complaints related to investment funds.
- Any complaint related to a violation of the Capital Market Rules and its implementing regulations.



How to file an official complaint or notification or inquiry to the Capital Market Authority?

- Through the official website:
www.cma.org.sa
- Sending it to the mailing address of CMA:
P.O. Box (87171) Riyadh (11642).
- By delivering it to the following addresses:
 - Al-Faisaliyah Tower, 10th Floor, Investors Complaints Department.
 - CMA Head Office - King Fahad Road, Ground Floor, investors complaints office.
- By sending it through fax number (00966112797004) Ext. (7066), or fax number (00966112797003) Ext. (7066).
- E-mailing it to:
Investors.Complaints@cma.org.sa

Documents to be attached to the Complaint

For individuals: a copy of the National ID for Saudis and GCC citizens, the Residence permit for non-Saudis or a copy of the passport for those residing abroad. As for companies and corporations: a copy of the commercial registration and the complaint should be signed by the person responsible (the complaint won't be reviewed or its procedures completed if it was not attached) and a copy of the power of attorney and the National ID for the legal representative.

A copy of the supporting documents.

For follow up and inquiries, please call (00966112053000)



Complaint Form

Complainant's information:

Name	
Telephone Number	
E-mail	The Defendant

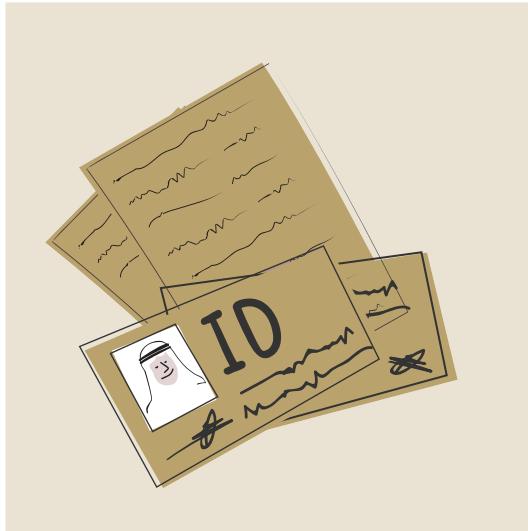
Summary of the complaint:

Claims:

Attachments	
1-	
2-	
3-	
4-	

Complainant's Signature
<hr/>
Date: / /

- Please fill all the information above and attach the supporting documents if any.



www.cma.org.sa

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