

## 1. WHAT IS THE COMPLAINTS PROCEDURE AT CMC MARKETS?

### 1.1 Client queries and complaints

Our aim is to provide a high level of service to all our clients at all times. We value all feedback and use it to enhance our products and services. We appreciate that from time to time, things may go wrong or there may be misunderstandings. We are committed to dealing with queries and complaints fairly and reasonably. Where we are at fault, we aim to put things right at the earliest opportunity.

### 1.2 Account queries

If you have a query regarding your account or your dealings with CMC Markets, you should notify the Client Management team as soon as is possible, by:

**Email:** connect.servicesMENA@cmcmarkets.com

**Telephone:** (+971) 800 0357 04373

**Post:** CMC Markets Middle East Limited, Office 2903, Level 29, ICD Brookfield Place, DIFC, Dubai, UAE

Our Client Management team will determine whether your query can be resolved immediately or if it will require further investigation. Most queries can be resolved immediately or within 24 hours. If your query requires further investigation, we will endeavour to contact you within five business days of the initial query to advise you of the outcome. Our agreement with you consists of these CMC Prime Terms, any specific terms, and conditions you accept on the Trading Platform, and any additional supplementary terms offered by us in writing and agreed by you in writing (including any addendum). These documents are together referred to as the "Agreement". If there is a conflict between these CMC Prime Terms or any addendum, then the addendum will take precedence. In accordance with clause 9, we will notify you of any changes to the Agreement. Such changes, unless stated otherwise, will come into effect immediately. You must ensure that you keep informed of these changes.

### 1.3 Complaints handling process

Where the initial query is not resolved to your satisfaction, or if you wish to make a complaint, you should notify CMC Markets by:

**Email:** mlro.dubai@cmcmarkets.com

**Telephone:** (+971) 800 0357 04373

**Post:** CMC Markets Middle East Limited, Office 2903, Level 29, ICD Brookfield Place, DIFC, Dubai, UAE

Once we have received your complaint, we will promptly acknowledge receipt by email. Your complaint will be handled by someone who was not directly involved with the subject of the complaint. We aim to resolve your complaint and inform you of the outcome as soon as possible. If we are unable to respond to your complaint within five business days of receiving it, we will update you on the status of your complaint until such a time as our investigation is complete. We aim to respond to all complaints within 60 days of receipt.

If we are unable to resolve your complaint within 60 days of receiving the complaint, we will contact you in writing to explain why we are not in a position to issue a final response to your complaint and provide an indication of when we expect to be able to provide one.

When investigating your complaint, we will take into account the subject matter of your complaint, the evidence you have provided, the evidence on our records and relevant guidance from our regulator, the Dubai Financial Services Authority (DFSA). We will write to you setting out the outcome of your complaint and supporting reasons, including details of how we have calculated any redress.

**1.4 DIFC Courts**

Following our investigation of your complaint, if you remain dissatisfied or if we have been unable to provide a final response to your complaint within 60 days of receiving it, you may submit your complaint to the DIFC Courts. The Court's consideration of your complaint will be subject to applicable local laws.

The contact details for the DIFC Courts are as follows:

DIFC Courts  
Ground Floor, Building 4  
The Gate District  
PO Box 211724  
Dubai

Website: <http://www.difccourts.ae>