

Visit the DFSA website at www.dfsa.ae for:

- More news about the DFSA
- Full text of the Laws, Regulations and Rules
- Information on making a complaint
- Copies of complaints forms

General Enquiries:

- via telephone +971 (0)4 362 1576
- www.dfsa.ae



Complaints

A guide to making a complaint

THE DUBAI FINANCIAL SERVICES AUTHORITY (DFSA) IS THE INDEPENDENT FINANCIAL SERVICES REGULATOR FOR THE DUBAI INTERNATIONAL FINANCIAL CENTRE (DIFC), A FINANCIAL FREE-ZONE ESTABLISHED IN DUBAI, UAE.

The DFSA licenses and registers firms that offer financial and ancillary services in or from the DIFC.

Individuals who are aggrieved about the services and products they receive from licensed institutions, Individuals or Ancillary Service Providers may complain to the DFSA.

How To Make a Complaint

You can submit a complaint by completing the online **Complaints Form** available on the DFSA Complaints Portal on its website www.dfsa.ae

If you do not have access to a computer then you can write

to the DFSA attaching relevant documents and information. Your letter should be addressed to:

DFSA Complaints
PO Box 75850
Dubai
UAE.

The DFSA will only consider complaints submitted in writing.

Complaints We Deal With

The DFSA deals with, and is therefore interested in, receiving complaints about:

- Misconduct by or dissatisfaction with an Authorised Firm, Authorised Individual, Ancillary Service Provider, Authorised Market Institution or Fund;

- Any contravention of a Law or Rule administered by the DFSA; and
- Any conduct that causes or may cause damage to the reputation of the DIFC or the financial services industry in the DIFC.

Examples of the types of complaints the DFSA deals with include:

- Offers of unlicensed financial services in DIFC;
- The making of false or misleading statements or representations to Clients or customers when providing financial services;
- Offers of securities that are not in compliance with DIFC Laws and Rules;

- Breaches of the Anti-Money Laundering and Counter Terrorist Financing obligations;
- Selling of financial products that are unsuitable; and
- Breakdowns in the systems and controls of Authorised Firms, Ancillary Service Providers, Authorised Market Institutions or Funds.

Complaints We Do Not Deal With

The DFSA can only deal with complaints that fall within its jurisdiction or may adversely affect its jurisdiction.

The DFSA may not be able to assist you directly if your complaint involves conduct that does not contravene a Law or Rule administered by the DFSA, or involves

conduct regulated by another regulator. For example, the DFSA may be unable to assist if the conduct or institution which is the subject of the complaint is regulated by the Central Bank of the UAE or the Emirates Securities and Commodities Authority. The DFSA does not regulate criminal conduct. Complaints of a criminal nature should be referred to the Dubai Police.

How We Handle Complaints

Once you submit your complaint you will be notified within 24 hours by mail or e-mail that we have received it. This notification will also include the contact details of the DFSA officer assigned to assess your complaint.

The assessment may involve liaising with specialists within the DFSA, contacting witnesses, speaking with other regulators and contacting the Firm or individual involved. Once the assessment is complete, the DFSA Officer will contact you with a final response.

The assessment of complaints or allegations of misconduct is a key function of the DFSA.

The DFSA aims to deal with all complaints within twenty eight (28) days. Some complaints may take longer to assess, and you will be contacted by a DFSA Officer if delays are encountered.

The DFSA's primary objective is to seek regulatory and not commercial outcomes. We carefully examine your complaint from a regulatory perspective and decide if the DFSA needs to take regulatory action.

Confidentiality

All complaints lodged with the DFSA are recorded on our confidential database and dealt with in confidence.

We will not disclose or confirm to anyone that you have lodged a complaint with the DFSA unless you provide

your consent or we have to do so by Law. However, it is important for you to know that it may become apparent to the person or company you have complained about that you have contacted the DFSA because of the steps we take to assess your complaint.

Before You Make a Complaint

Firms authorised by the DFSA must satisfy us that they have adequate mechanisms in place to deal with customer complaints. Before contacting the DFSA you should try to resolve your complaint with the Authorised Firm first. This can often be quicker and more efficient as it is also in the company's interest to resolve your complaint. You may choose to contact the Authorised Firm in person, by phone or in writing.

When writing to a company you should be sure to set out the circumstances of your complaint clearly and as simply as possible. Dealing with events chronologically can be a good start.

The Authorised Firm should acknowledge your complaint and provide you with a response to the issues you have raised. If you are unhappy with the response you may then wish to contact the DFSA.

Tips:

- Ensure your complaint is in writing
- Be sure to include the full names of the company and people involved
- Attach all documents you feel are relevant to the issues you are raising
- If you have complained to the company, please include your complaint and any response you received.