

ADMIRAL MARKETS AS JORDAN

CLIENT COMPLAINTS HANDLING PROCEDURE

1. Introduction

Admiral Markets AS Jordan (hereinafter as AM JO) is registered and regulated by the Jordan Securities Commission (“JSC”) with No. (57026) and this document has been compiled to comply with the JSC rules and requirements.

In the unlikely event that our clients are dissatisfied with the services provided to them by AM JO, clients have the right to express their discontent in regard to the provided products, services & AM’s obligations etc., by submitting their complaint to AM JO directly.

Our aim is to ensure your complaint is thoroughly investigated and that you receive a fair outcome with detailed explanations.

2. Steps for submitting a complaint

2.1 The client must submit the complaint by sending an email (please ensure that the email address utilised for this is the same as previously registered within AM JO’s records) or via post, to your local point of contact via jordan@admiralmarkets.com or directly to Compliance Department via jordan.compliance@admiralmarkets.com.

In cases where other AM JO branches and representative offices have received the client’s complaint, the complaint must be forwarded to AM JO Compliance department for handling on behalf of the client.

2.2 The complaint should be lodged with AM JO as soon as is practically possible.

2.3 The client should provide all of the following information in the complaint:

- First name and surname;
- Contact information;
- Trading account identification number;
- Description of the circumstances and time of occurrence the complaint is based on;
- Identification numbers of relevant transaction orders and positions if necessary; and

- If possible, documents or copies that would support the claim should be included.

2.4 AM JO has the right to refrain from reviewing a complaint if the complaint:

- Does not comply significantly with the format requirements;
- Does not enable to identify the applicant's identity;
- Does not include the basis for submitting a complaint.

Should the above occur AM JO will naturally inform the client and request further information.

2.5 Immediately after filing a complaint AM JO shall inform the client in writing, or by other agreed means of communication of the complaint procedure and its deadlines, as well as in the case of refusal to hear the complaint and the reasoning behind it.

3. Handling of the Complaint

3.1 On receipt the complaint will be logged in AM JO's complaints registry.

3.2 AM JO will notify the client of its receipt of the complaint to the client's registered email address. Your complaint shall be handled by an individual who was not directly involved with the subject of the complaint.

3.3 AM JO will try its best to resolve complaints as quickly as possible in 5 (five) business days. However, if we are unable to do so we will update you on the status of your complaint until the investigation has been completed.

3.4 If we are unable to resolve your complaint within 8 weeks of receiving it, we will contact you in writing to explain why we are not in a position to issue a final response. In such cases, we will also provide an indication of when we hope to be able to provide a final response about the investigation and resolution of complaint.

3.5 Alternatively, at this point you may also refer your complaint to the Jordan Securities Commission ("JSC") if this is the case AM JO will provide you with a copy of the JSC complaints link.