

Investors' Rights in Capital Market

The Securities and Commodities Authority (SCA) has developed this Document in order to introduce investors to the optimal conduct they should expect from financial service providers. Such rights reflect the basic principles adopted by SCA in the practices enforced thereby and what it expects from SCA-licensed companies, which deal with investors. Financial products and services include: Brokerage, trading in stocks or commodities, investment management, research and consultancy, promotion and introduction, etc.

The investors have the right to demand the licensed persons who provide them with financial services or products to observe such rights and deal on their bases, which would increase and enhance confidence in the transactions between the investors and the licensed companies and ensure the maintenance of high levels of integrity and trust in the local capital markets.

1. Make the investor aware of all rights and duties thereof clearly pursuant to the service / product provision contract when dealing with a firm. In addition, the investor is to be given adequate time to study the terms and conditions and take the decision to accept the terms of the Contract.
2. Explain all expected fees, commissions and costs in consideration for receiving the service or product.
3. Maintain the rights of investors and ensure protection of their interests.
4. Protect the investor's assets and funds, and take all measures required to ensure their protection from any misuse, loss or the like.
5. Deal fairly and equitably with all clients without any discrimination based on the volume of their investments, their relationship with the firm or any other considerations.
6. Provide a high professional level of customer services in terms of replying and responding to their inquiries and requests, and provide them with high quality service.
7. Ensure that all communications between the investor and the firm, verbal or in writing, must be clear, accurate and complete, and submitted on a timely basis. Correspondence should use simple and direct language to effectively provide the required information.
8. Disclose and maintain transparency in any situation of conflict of interests between the firm and investor, whether existing or potential. Provide the investor with the chance to make a decision, including whether to proceed and obtain the service or not.
9. Make complete and accurate disclosure of any potential risks in the financial service or product before providing it to the investor and give the investor adequate time to study the same.
10. Ensure equal flow of information to all investors through public disclosure by any natural or corporate person who is involved in the securities business.
11. Companies providing financial services must treat all customers with respect regardless of the size of investments and not to discriminate between them on this basis.
12. Right to Complain: Each investor has the right to file a complaint with SCA against any natural or corporate person, as long as the complaint is related to any issue falling within SCA's jurisdiction assigned thereto by the law.
13. Comply with all relevant laws, rules and regulations.
14. Ensure the suitability and appropriateness of the investments proposed to the investor, based on his circumstances, goals and investment restrictions before recommending these investments at the time of providing the investment advice or taking the investment decisions on behalf of the investor where permitted by legislation.
15. Adopt the highest levels of efficiency, competency, professionalism and due care when dealing with the investor.
16. Adopt integrity, credibility and honesty standards.
17. Be objective and honest in providing advice, opinion or information on which investment decisions will be based. Such advice, opinion or information must be properly based on adequate study and knowledge.
18. Give priority to the investor's interests over the financial service provider's interest.
19. Assist in raising the investor awareness and education in an impartial and professional manner on the matters unknown thereto about the nature of investment or any other information that may help him in making more informed and knowledgeable investment decisions.
20. Maintain the confidentiality of all information provided by the investor.

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