

Submit a complaint related to capital market transactions

Service Code : 370.07.001.000

Classification : G2B & G2C

Service Type : Transactional

Sub Service Type : Variation Service

Service Sector / Department

Enforcement & Followup Department / Complaints Section

Service Duration

20 working days

Service Fees

- 500 الرسوم

Service Audience

Investors in financial markets + stock brokerage companies

Priority Service

YES

Service Description

This service enables financial market participants to file complaints pertaining to capital market transactions and within subject matters over which the SCA has jurisdiction

Service steps & procedures

1. Login to the SCA's official website.
2. Select the service and click Start Service. Fill out the application form and attach the required documents.
3. Pay the fees prescribed

Requirements & Documents

TERMS AND CONDITIONS:

1. The subject matter of the complaint should fall within the SCA's jurisdiction (find the attachment for details on the subject matters that the SCA has jurisdiction over and those that the markets have jurisdiction over. The SCA Chairman's Decision No. (04/Chairman) of 2021 on the Distribution of Jurisdiction and Powers between the Securities and Commodities Authority and the Licensed Securities Markets in the State
2. If the plaintiff had already submitted an initial complaint with the defendant but no satisfactory resolution was reached or a response received from the defendant within five business days (an exception is made if the SCA determines that the reasons submitted are serious).
3. The entity against which the complaint is made should be licensed by the SCA (a list of all SCA-licensed entities may be found in the following [link](#))
4. The entity against which the complaint is made should not have been deregistered or had its business license revoked and all guarantees recovered.
5. The dispute should not have been brought before a judicial authority, nor should a judicial ruling have been issued in its regard.
6. No more than a year should have elapsed since the last trading dispute or since knowledge of the incident subject of the complaint is proven.
7. If the complaint lacks any of the information provided for under Article (12) of Administrative Decision No. (45) of 2016 on Handling Complaints Related to Financial Market Transactions.
8. If the complaint had already been brought before the SCA by the same parties for the same reasons and had been resolved, unless, as an exception, the SCA determined that there were serious reasons that call for reconsideration.
9. If a year has elapsed since the last disputed trading transaction or since knowledge of the incident subject of the complaint is proven.
10. If the plaintiff was employed by the defendant, or vice versa.
11. Failure to comply with Article (8) of the regulations referred to above.
12. Any other cases at the SCA's discretion.

REQUIRED DOCUMENTS:

1. Copy of the passport
2. Copy of the Emirates ID for UAE nationals and residents
3. The statement of claim and the supporting documents
4. Copy of the initial complaint

Frequently Asked Question