



CIRCULAR

NSE/LARD/BDR/CIR5/15/06/16

16 June 2015

Compliance with the Securities and Exchange Commission Complaints Management Framework

The above subject matter refers.

Further to the Securities and Exchange Commission (SEC) Complaints Management Framework (Framework) for all Capital Market Operators which became effective on 16 February 2015, Dealing Members are required to familiarize themselves with the complaints framework and to ensure full compliance.

Amongst other requirements, Dealing Members are reminded to:

1. Develop and maintain an internal policy on complaints management;
2. Ensure that account opening packages contain a copy of the internal policy document on complaints management;
3. Forward a copy of the internal policy document on complaints management to all existing clients; and
4. Ensure that the internal policy document on complaints management is displayed on the firm's website.

Please be guided accordingly.

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