

# Complaint Handling Procedure



SCFM Limited, trading as Scope Markets, is a private limited company incorporated in Kenya under the Companies Act, 2015 incorporation number PVT-GYULYYG and its registered office at Westside Tower, 4<sup>th</sup> Floor, Office 402 & 403, along Lower Kabete Road, Westlands, Nairobi. Scope Markets is a regulated, non-dealing online foreign exchange trading broker, license no.123, and a derivatives broker, license no. 143.

Scope Markets values each client and has a fiduciary duty to ensure that all disputes, complaints, or queries raised regarding the products and services that it offers are resolved as quickly and efficiently as possible.

The procedures are as follows:

1. A client shall lodge their complaint via [support@scopemarkets.co.ke](mailto:support@scopemarkets.co.ke)
2. Once a complaint is received, the support team will work to resolve the matter within twenty-four (24) hours.
3. Suppose a complaint cannot be resolved within twenty-four (24) hours of receipt of the complaint by the support team. In that case, the case will be escalated to the appropriate senior staff for further investigations.
4. The Complainant will be provided with the contact details and names of the member(s) of staff handling the dispute. The investigating officer is responsible for making and maintaining a record of the issue raised, dispensing an acknowledgment of the dispute promptly following receipt. This will generally be within five business days. The acknowledgment will set out the nature of the complaint and may request further clarification.
5. Your concerns will be investigated using our records together with other reports from any relevant sources.
6. The investigating team may also request further information from you through e-mail or using the telephone contacts that the Complainant has provided.
7. At all times, the team will keep the Complainant informed of the progress of the issue.

***Note: Some complaints may take up to twenty-eight(28) working days for resolution***

8. If after the twenty (28) working days, a final resolution letter has not been sent to the Complainant. At this point, the Complainant will receive a last resolution letter detailing the Company's conclusion and resolution to the dispute. This letter will also confirm that you may refer your complaint to the Capital Market Authority if you remain dissatisfied with the final resolution.
9. If the investigation team needs to obtain additional information from other sources, there can be delays beyond the Company's control. The team always aims to resolve and conclude matters within twenty-eights (28) working days.
10. At all times, the team will keep you informed if there are any delays.
11. There are instances where the support team may receive disputes that do not apply to the products and services that Scope Markets provides. If this occurs and the team can identify where the complaint should be referred, they will do so and inform you, the client, immediately in the following steps:
  - Communicate to the concerned party, outlining the dispute and the part they may have played in causing the issue, and inform them that they should contact you directly. An attachment of the original complaint will also be forwarded to them.
  - Forward an attachment of a copy of our communication to the concerned party along with their contact details and request that you get in touch directly. The concerned party will be privy to the same communication.
12. If you have any further queries regarding this procedure, don't hesitate to get in touch with the Compliance department at [compliance@scopemarkets.co.ke](mailto:compliance@scopemarkets.co.ke)
13. In the unlikely event that we are unable to resolve your complaints within three (3) months of receipt, or if you are not satisfied with our final response, you can contact the Capital Markets Authority.

The Chief Executive

Capital Markets Authority

Embankment Plaza, 3<sup>rd</sup> Floor

SCFM LTD, Registration Number: PVT-GYULYYG

Registered Address: Westside Tower, 4th Floor, Office no. 402 & 403, along Lower Kabete Road, Westlands  
Nairobi, regulated by the Capital Markets Authority under license number 123 & 143)

Longonot Road, off Kilimanjaro Avenue, Upperhill,

P.O Box 74800-00200

Nairobi, Kenya

Email: [corporate@cma.or.ke](mailto:corporate@cma.or.ke)

Website: [www.cma.or.ke](http://www.cma.or.ke)

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