

## A. INVESTOR COMPLAINTS

The Capital Markets Authority (CMA) seeks to provide investor protection through addressing investor complaints as guided by the Capital Markets Act and regulations issued thereunder.

### Complaints procedure

If you are unhappy with a capital market product or service, here is how to complain.

Step one: Contact the capital markets intermediary/issuer directly. Keep a record of how and when you got in touch with them.

Step two: If you are unhappy with the response you get from the intermediary/issuer, contact the Nairobi Securities Exchange (NSE) or the Central Depository & Settlement Corporation Limited (CDSC), as applicable.

Step three: If the complaint remains unresolved after contacting NSE/CDSC, contact the Capital Markets Authority (CMA).

Note: that as the apex regulator of the Capital Markets in Kenya, CMA reserves the right to directly receive all complaints touching on any aspect of the market, irrespective of value, nature, or resolution status.

### Complaint submission to CMA

Complaints to CMA can be made through:

1. The [Online Complaints Portal](#). Use of this portal will require you to register an account before you can lodge your complaint. You will receive a notice confirming that your submission has been received successfully with a submission number for your records.
2. Email to [complaints@cma.or.ke](mailto:complaints@cma.or.ke)
3. Hand delivery of a completed complaints form to the physical address below:

Capital Markets Authority  
Embankment Plaza  
3rd Floor, Longonot Road, Upper Hill  
Nairobi

4. By Post – complete the [complaints form](#) and send it to:

The Chief Executive Officer  
Capital Markets Authority  
P.O. Box 74800-00200  
NAIROBI

## Important Notes

1. To enable CMA act on your complaint, you will be required to provide information on what the complaint is about, who you are complaining against, which capital market product is involved, and your contact information – including email address and telephone number.
2. Be as concise as possible when providing the details of your complaint.
3. Attach any relevant document you believe would be helpful in understanding your complaint, but do not send originals.
4. Provide CMA with reference numbers assigned by the capital market intermediary or NSE/CDSC, as well as any correspondence with them regarding your complaint.
5. Any information that you provide to CMA must be truthful to the best of your knowledge or belief. A person who is found to have knowingly and willfully submitted false, fictitious, and/or fraudulent statements to CMA may be subject to sanctions under the Capital Market Act.
6. CMA will inform you when it receives your complaint and assign a reference number to your complaint. You should refer to this reference number when contacting CMA.

## B. WHISTLE BLOWER SUBMISSIONS

Thank you for providing CMA with information about a possible violation of the Capital Markets Act and/or Regulations. Please use the [Whistleblower Portal](#) to submit this information.

You will be required to provide information on the possible violation(s), the parties involved, relevant dates, and location where the matter occurred, and attach any supporting documentation. Provision of your contact information is optional, that is, you can provide an anonymous tip.