



Bases of Action for the Jordan Securities Commission's

Complaints Committee

Issued Pursuant to the Board of Commissioner's Decision No. 429/2017 Dated November 21.2017 and Amended Pursuant to the Board of Commissioner's Decision No. 67/2018 Dated February 25/2018

1. The Complaints Committee at the Commission shall study and investigate the lodged complaints against entities subject to the Commission's monitoring to ascertain achieving the objectives of the Commission in the enforcement of the Securities Law and the regulations, instructions and decisions issued pursuant thereto and extending its oversight upon such entities, provided that the Committee shall submit the results of the investigation and its recommendations concerning the complaint to the Chairman to be presented before the Board.
2. Neither the Complaints Committee nor the Jordan Securities Commission has the authority to adjudicate civil disputes arising between the parties of the complaint, or award compensation as this authority is given to the regular courts under the Constitution.
3. The Jordan Securities Commission shall review the lodged complaints without prejudice to the right of the aggrieved to recourse to the courts. As a regulatory entity, the Jordan Securities



Commission is not party to any dispute arising between the parties of the complaint whatsoever.

- 4. Complaints shall be inadmissible in the following cases:**
 - A.** Any complaint beyond the jurisdiction of the Commission.
 - B.** If the subject of the complaint is being considered by the courts or any other legally authorized entity to be reviewed either prior to lodging the complaint to the Commission or during the course of considering it and before the complaint is disposed by the Commission.
 - C.** If the lodged complaint is not on the form assigned therein or not signed by the complainer or his legal representative or not supported by documents and data.
 - D.** Two years after the date of the operation/operations objected to.
 - E.** The complainer does not specify the subject of the complaint in a precise and detailed manner.
- 5. Subject to the provisions of the Instructions of Investigating Violations of the provisions of the Securities Law:**
 - A.** The Complaints Committee may seek the assistance of any external entity such as the Companies Control Department in order to obtain the data and documents relevant to the subject matter of the complaint to ascertain whether there is any violation of the Securities Law and the regulations, instructions and decisions issued pursuant thereto.
 - B.** The Complaints Committee may seek the assistance of the Commission's departments to complete the investigation of



the complaints before it, provided that such departments shall coordinate with the Committee with respect to the complaint transferred by the Committee to the concerned department.

6. Upon the admissibility of the complaint, the following procedures shall be taken:
 - A. The complaint shall be duly delivered.
 - B. Address the respondent entity and provide it with a copy of the complaint and its attachments to respond to it within ten working days from the date of receiving the complaint provided that its response shall be attached to the supporting documents and any other requested documents. The respondent shall be notified that the said reply and its attachments shall be provided to the complainer.
 - C. Provide the complainer with a copy of the respondent's reply and the documents and papers attached to it.
 - D. If the respondent entity fails to answer back to the Committee within the period specified in Paragraph (B) or specified in the Letter or refuses to or refrains from providing the required documents or information, the measures that are permissible by the law shall be taken against the respondent.
 - E. Notify the complainer and the respondent of the decision issued by the Board concerning the complaint.
 - F. Subject to the provisions of Paragraphs (B), (C) and (E), all documents and information related to the investigation of the



complaint shall be considered confidential and shall not be disclosed except to authorized persons in accordance with the law.

- G.** These Bases shall come into effect on the date of their approval. The Committee shall continue to review the admissible complaints and follow up its parties in accordance with the Securities Law and the regulations, instructions and decisions issued pursuant thereto.



Complaint Form

Personal Data:

- Name:
- Nationality:
- National ID No.:
- Residence Phone:
- Mobile Phone:
- Address:

Data about the Complained Entity:

- Company Name:
- City:
- Company Address:

Type of Complained about Violation(s):

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**Complaint is Related to:**

- Jordan Securities Commission.
- Securities Depository Center.
- Public Shareholding Company.
- Amman Stock Exchange.
- Financial Services Company or Certified Registered Person.
- Mutual Fund.

Department Concerned about the Complaint:

- Issuance Department.
- Disclosure Department.
- Licensing and Inspection Department.
- Capital Market Institutions Monitoring Department.
- Surveillance Department.

Subject of the Complaint and its Details:**What the Complainer Wants:**



Documents Attached to the Complaint:

- Account Opening Form.
- Dealing in Securities Agreement.
- Copy of Statement(s) of Account.
- Authorizations.

Others (please state):

Procedures Taken by the Complainer Prior to Filing the Complaint (if any):

1. Contact the company about the subject of the complaint: Yes No

2. Report the complaint to other entities: Yes No

If yes, please state the entity:

3. Any legal action on the complaint and what is the nature of the procedure:

Certify Data Stated in Form is Correct:

I, hereby certify that all data in this Form are correct and under liability

- Date:
- Signature:
- Name:



Data for the Concerned Employee at Jordan Securities Commission:

- Name of employee who received the complaint:
- Date of received complaint:
- Outcome of complaint after being duly reviewed:
- Signature of employee:
- Date: