

22 May 2020

**Communication to Dealing Members On Complaints Management During The COVID-19 Pandemic.**

The Exchange recognizes the disruptions to business occasioned by the COVID-19 pandemic, and the need to protect and sustain investors' confidence in the Market. To this end, The Exchange has put in place some measures to ensure seamless and continuous management of complaints in line with the SEC Complaints Management Framework (Framework) and The Exchange's Complaints Management Procedure, while complying with the various guidelines issued by relevant authorities in regard to COVID-19.

Dealing Members are hereby required to note the following:

- Due to the challenges posed by the Pandemic, the SEC has approved an extension in the timeline for the resolution of complaints by Dealing Member Firms from ten (10) working days to thirty (30) working days.
- All complaints and related communication(s) should be forwarded to The Exchange via the electronic mail addresses provided below. Dealing Members are also directed to notify their clients of the electronic mail addresses which are available for filing complaints with The Exchange. The addresses are; [nsebdr@nse.com.ng](mailto:nsebdr@nse.com.ng) [contactcentre@nse.com.ng](mailto:contactcentre@nse.com.ng) and [x-whistle@nse.com.ng](mailto:x-whistle@nse.com.ng)
- There will be no physical meetings for the resolution of complaints until further notice. Thus, The Exchange will convene such meetings virtually.

Dealing Member Firms are reminded of the requirement to maintain a clear and defined complaints management policy for the resolution of complaints by investors, other capital market operators and stakeholders in the Market.

Dealing Member Firms are also reminded that they are required to notify their clients of the designated electronic mail addresses, digital platforms, and contact person(s) of the Firm, to whom all enquiries and complaints should be directed.

For further clarification on the above, please contact the Broker Dealer Regulation Department via [nsebdr@nse.com.ng](mailto:nsebdr@nse.com.ng).



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