

FINANCIAL SERVICES REGULATORY AUTHORITY
سلطة تنظيم الخدمات المالية

Guidance & Policies Manual (GPM)

*In this attachment underlining indicates new text and striking through indicates deleted text.

5.3 Step 1 - Assessment of complaints and referrals

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5.3.4 A person wishing to lodge a regulatory complaint with us should, where possible, do so in writing. A complaint can be lodged:

- (a) by email to: ~~supervision@adgm.com~~ FSRA.Complaints@adgm.com;
- (b) by sending the complaint to Financial Services Regulatory Authority, Abu Dhabi Global Market PO Box 111999, Abu Dhabi, United Arab Emirates; or
- (c) delivering the complaint to us at Financial Services Regulatory Authority, Abu Dhabi Global Market Square, Al Maryah Island Abu Dhabi, United Arab Emirates.

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8.3 Making an application

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8.3.7 On occasion, we may believe that the relief being sought by an applicant may be relevant to, and should be applied to, a number of persons (or a class of persons) similarly affected by the Rule in question. In these circumstances, instead of requiring the affected persons to individually apply for the same relief, we will publish a notice on ~~its~~ our website and invite the relevant Persons to "consent" to the "class wWaiver" or "class mModification". This is simply done by notifying us that they wish the class wWaiver or class mModification apply in relation to their activities.

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