

Appendix 4

This appendix contains an excerpt of the proposed new GEN module as set out in Consultation Paper 52 (see Appendix 3 of that paper). In this appendix, amendments are indicated by underlining new text and striking through deleted text.



The DFSA Rulebook

General Module

(GEN)

9 INTERNAL DISPUTE RESOLUTION AND COMPLAINTS HANDLING

9.1 Application

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9.2 Complaints handling procedures for Retail Clients

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Resolution of Complaints

9.2.5 Upon conclusion of an investigation of a Complaint, an Authorised Firm must promptly:

- (a) advise the complainant in writing of the resolution of the Complaint;
- (b) provide the complainant with clear terms of redress, if applicable; and
- (c) comply with the terms of redress if accepted by the complainant.

9.2.6 If the complainant is not satisfied with the terms of redress offered by the Authorised Firm, the Authorised Firm must inform the complainant of other avenues, if any, for resolution of the Complaint, ~~such as an external dispute resolution scheme~~, and provide him with the appropriate contact details upon request.

Guidance

Other avenues for resolution of a Complaint may include an external dispute resolution scheme, arbitration or the DIFC Court.

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