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 our website and invite the relevant Persons to "consent" to the “class_waiver” or "class_modification". This is simply done by notifying us that they wish the class_waiver or class_modification apply in relation to their activities.

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