

Complaint Management Policy

We value our clients and endeavor to execute all instructions and mandates to the letter. We recognize however, that we are not infallible and operate in a market comprising of other operators, whose input is often required to give satisfactory effect to our clients' requests.

Our Policy provides that any complaint should be sent to our mailbox info@interstatesecurities.com or be letter delivered to our Head Office at, 14B Keffi Street, South-West Ikoyi, Lagos or Ibadan Branch, Ile – Itesiwaju, Oba Adebimpe Road, Ibadan.

Complaints sent by E-mail will be acknowledged within 2 (Two) working days and letters, within 5 (five) working days. Complaints will be resolved within 10 (Ten) working days.

However, where complaints remain unsolved and clients are not satisfied with our efforts or that of another Capital Market Operator, including Registrars and others, the matter can be escalated by the Client or us to the relevant competent authority, together with supporting documentation.

Email & SMS Indemnity

I / We hereby indemnify Interstate Securities Limited against any precarious liabilities that may arise as a result of honouring My / Our Mandates, Instructions sent via My / Our telephones and electronic mails.

Privacy Notice

We are committed to protecting your personal data disclosed to us. Therefore, we will ensure that your data is collected and kept securely for the specific purpose, processed lawfully and retained not longer than necessary. We will use the personal data you provide only for the purpose of stockbroking activities. For details, please read up our Privacy Policy through this link https://www.interstatesecurities.com/document/PRIVACY_POLICY.pdf on our website.

Best Execution Policy

Best Execution Policy is the process where a Dealing Member Firm obtains the best possible result for its clients' instructions, taking into account the price, costs, speed, likelihood of execution and settlement.

We will adopt the best execution policy always, subject to any specific instructions the client may give. We will not execute orders at our discretion except signed mandates by clients expressly indicating their request with no ambiguity is provided. Client's account must be funded (BUY), mandates duly filled & signed and KYC documents updated before any settlements of sales proceeds are made.

Risk Disclosure Statement For Trading in Financial Instruments

This document contains important information for trading in financial instruments listed on the Nigerian Stock Exchange ("NSE" or "the Exchange"), and other trading Platforms, including NASD and FMDQ ("Other Platforms"). All Clients and prospective Clients, should read this document before trading in financial instruments listed on the Exchange or other Platforms

You must know and appreciate that trading in equities or other financial instruments traded on the Exchange and other Platforms, may result in losses as well as in gains. Equities and other financial instruments have varying elements of risks and trading in such instruments on the Exchange or other Platforms is generally not an appropriate avenue for someone of limited resources/limited investment and/or trading experience and low risk tolerance. You should therefore carefully consider whether such trading is suitable for you in the light of your financial condition and knowledge. If you trade on the Exchange or other Platforms whether through a Mandate executed by an authorized dealer in ISL, or by yourself, through our online trading portal and suffer adverse consequences or loss, you shall be solely responsible for the same and Interstate Securities Limited ("ISL"), the Exchange, or other Platforms shall not be responsible, in any manner whatsoever, for any losses or adverse consequences. This exemption from responsibility also applies to the Clearing Houses and Depositories that may be involved in clearing and settlement of trades, including the Central Securities Clearing System Limited ("CSCS").

It will not therefore be open for you, to claim that adequate disclosure regarding the risks involved was not made, or that sufficient explanation of the full risk involved was not provided by ISL. Clients shall be solely responsible for the consequences of trades and no contract can be rescinded on that account. As a client, you must acknowledge and accept that there can be no guarantee of profits and no exception from losses, while executing orders for purchase and/or sale of equities or other financial instruments being traded on the Exchange or other Platforms.

It must be clearly understood by you that your dealings on the Exchange or other Platforms through a Stockbroker/ISL shall be subject to your fulfilling certain formalities set out by the Stockbroker/ISL, which inter alia, will include your filling the Know Your Client ("KYC") Form, and that both you and the Stockbroker/ISL are subject to the rules and regulations, byelaws, circulars and guidelines in force from time to time, set by the relevant Competent Market Authority ("CMA"), Self-Regulatory Organizations, Capital Market Trade Groups or Associations such as the Securities and Exchange Commission, the NSE, CSCS, as well as other governmental agencies.

No consideration to trade should be made without thoroughly understanding and reviewing the risks involved in such trading. If you are unsure, you must seek professional advice on the same. In the light of the risks involved, you should undertake transactions only if you understand the nature of the relationship into which you are entering and the extent of your exposure to risk.

Kindly visit our website at www.interstatesecurities.com to learn more on the risks.

Clients Acknowledgement

I/We confirm receipt of all these policies and processes including the Risk Disclosure Statement and have read, understood and agree to the contents therein;

Name of Account Holder:

Signature of Account Holder:

Name of Joint Account Holder:

Signature of Joint Account Holder:

Dated this _____ day of _____ 20_____