

## DEFINITIONS

### Complaint

Any oral or written expression of dissatisfaction, whether justified or not, from, or on behalf of, a person about the provision of, or failure to provide, a financial service or a redress determination, which:

- (a) alleges that the complainant has suffered (or may suffer) financial loss, material distress or material inconvenience; and
- (b) relates to an activity of that respondent in marketing or providing financial services or products, which comes under the jurisdiction of the competent authority.

### Complaint cause category

#### Definition

Reception and transmission of orders

Reception and transmission of orders on behalf of clients in the MiFID sense (i.e. within the meaning of Annex I, Section A (1) of Directive 2004/39)

Execution of orders on behalf of clients

Acting to conclude agreements to buy or sell one or more financial instruments on behalf of clients and where no personal recommendation has been given as part of the transaction. More specifically, execution of orders in the MiFID sense (i.e. within the meaning of Annex I, Section A (2) of Directive 2004/39)

Portfolio management

Managing portfolios in accordance with mandates given by clients on a discretionary client-by-client basis where such portfolios include one or more financial instruments. More specifically, portfolio management in the MiFID sense (i.e. within the meaning of Annex I, Section A (4) of Directive 2004/39)

Investment advice

A recommendation that is advice on investments and is presented as suitable for the person to whom it is made, or is based on a consideration of the circumstances of that person. A recommendation is not a personal recommendation if it is issued exclusively through distribution channels or to the public. More specifically, investment advice in the MiFID sense (i.e. within the meaning of Annex I, Section A (5) of

### Complaint cause subcategory

#### Definition

Quality or lack of information provided to the client

Product or advisor disclosures, reports sent to client and client agreements.

Terms of contract/fees/charges

Terms of contract, general terms & conditions and fees/charges for services provided or requested.

General admin/customer services

General administration/customer services (including custody/safekeeping services).

Unauthorised business being offered or carried out

Situations where business was offered or carried out even though it was unauthorised (e.g. where advisers carry out or offer business for which they have to be authorised but they are not).

<b>Firm types</b>	
Credit Institution (including Building Society and cooperative banks) or equivalent	(Credit institutions within the meaning of Directive 2013/36/UE) Including Banks, cooperative banks, monetary financial institutions, building/mutual societies, e-money issuers
(Non-bank) MiFID investment firm	(Firms authorised pursuant to Directive 2004/39/EU) MiFID investment firms may include financial advisers, stock brokers, discretionary and non-discretionary portfolio managers
(Non-bank) UCITS management company / AIF manager performing MiFID services	Management company within the meaning of Article 1(1)(b) of Directive 2009/65/EC. AIFMs within the meaning of Article 1(1)(b) of Directive 2009/65/EC
(Non-bank) Firm exempt under Article 3 of MiFID	Firms exempted pursuant to Article 3 of Directive 2004/39/EU
Other	Any other firms

<b>Financial instrument type category</b>	
Shares/stock/equities (excluding structured securities)	Securities representing ownership of a stake in a corporation, i.e. shares traded on a stock exchange (quoted or listed shares), unquoted or unlisted shares and other forms of equity. Equities usually produce income in the form of dividends.
Bonds/debentures/loan stock/debt securities	A promise on the part of the issuer (the borrower) to make one or more payment(s) to the holder (the lender) on a specified future date or dates. Such securities usually carry a specific rate of interest (the coupon) and/or are sold at a discount to the amount that will be repaid at maturity. Debt securities issued with an original maturity of more than one year are classified as long-term.
Structured securities (including structured funds)	A security (shares or stock in a body corporate) issued on terms that provide the investor with a level of income or capital growth over a specified investment period and which: exposes the customer to a range of outcomes in respect of income or return of the initial capital invested, and provides for a return on the investment at the end of the period that is linked by a pre-set formula to the performance of an index,
Money-market securities	'money market instruments' means instruments normally dealt in on the money market which are liquid and have a value which can be accurately determined at any time; Short-term financial instruments issued by financial institutions or government bodies, such as certificates of deposit (CDs) and commercial papers
Units/Shares in collective investment undertaking	A collective investment undertaking that invests in financial and non-financial assets to the extent that its objective is investing capital raised from the public. This covers all collective investment undertakings/mutual funds (excluding structured funds) including UCITS and AIFs, but not structured UCITS or structured AIFs.

Options, futures, swaps, warrants, forward rate agreements and any other derivative contracts	Options, futures, swaps, warrants, forward rate agreements and any other derivative contracts relating to securities, currencies, interest rates or yields, or other derivatives instruments (including those related to commodities, climatic variables, freight rates, emission allowances or inflation rates or other official economic statistics) and financial indices or other measures which may be settled physically, in cash, by the option of one of the parties, or traded on a regulated market or settled through recognised clearing houses.
Financial contracts for differences	A contract between two parties in which one pays to the other a sum of money based on the difference between the current value of a security or instrument and its value on a specified future date. CFDs can be traded on indices, natural phenomena, such as the weather, or anything that is measurable.
Other investment products/funds	Other financial instrument that does not meet the above definitions.