




EMKAP SSA

COMPLAINTS HANDLING POLICY

EMKAP SSA Ltd.
8, Rasheed Alaba Williams Street,
Lekki, Lagos
Nigeria
CAC Registration Number: 1760163

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1. Policy Overview

We aim to resolve all client and counterparty complaints in a prompt, transparent, and fair manner in compliance with SEC Rule 9 (Complaints Management Framework).

2. How to Lodge a Complaint

You may lodge a complaint via any of the following channels:

- Email: compliance@meritafrika.com
- Phone: +234-907-222-2111
- Mail: Compliance Department, 8, Rasheed Alaba Williams Street, Lekki 1, Lagos State, Nigeria

3. What to Include in Your Complaint

To help us investigate, please provide:

- Your full name and contact information
- A description of the issue, including dates and affected transactions
- Any supporting documents or evidence

4. Response Timeline

We will acknowledge your complaint within 2 working days and aim to resolve it within 14 working days.

5. Escalation to SEC

If you are unsatisfied with our resolution, you may escalate your complaint to:

The Securities and Exchange Commission

Website: <https://sec.gov.ng/sec-nigeria-complaint-form/>

6. Record Keeping

All complaints and resolutions are recorded and maintained for a minimum of 5 years and are subject to SEC review.