



## **AMENDMENTS № 11 TO AIFC CONDUCT OF BUSINESS RULES**

**Approval Date: 10 September 2023**

**Commencement Date: 1 January 2024**

**Astana, Kazakhstan**

## **AIFC CONDUCT OF BUSINESS RULES (COB)**

In this Appendix, a blue font and underlining indicates new text and strikethrough indicates deleted text, unless otherwise indicated.

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### **Guidance: Purpose of this rulebook**

The purpose of this rulebook, "COB", is to ensure that financial services firms operating in the AIFC meet the standards of conduct expected of such firms, particularly with regard to the treatment of their clients, but also in their dealings with counterparties and other market participants. COB also includes rules to ensure that the behaviour of firms operating in the AIFC contributes to fostering and maintaining the integrity of financial markets in the AIFC. COB also includes certain requirements applicable to Ancillary Services Providers.

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## **13. ANCILLARY SERVICE PROVIDERS**

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### **13.2. Principles for Ancillary Service Providers**

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#### **13.2.9. Principle 9 - Conflicts of interest**

An Ancillary Service Provider must take all reasonable steps to ensure that conflicts of interest between itself and its Clients, between its Employees and Clients and between one Client and another are identified and then prevented or managed, or disclosed, in such a way that the interests of a Client are not adversely affected.

#### **13.2.10. Principle 10 – Complaints**

An Ancillary Service Provider must take all reasonable steps to ensure that Complaints made against it by Clients are handled fairly, consistently and promptly.