

**SEC public hearing on drafted amendment on regulations to enhance securities companies and derivatives intermediaries' customer complaints proceeding**

The SEC is seeking public comments on draft amendments on regulations related to procedure for dealing with customer complaints of securities companies and derivatives intermediaries. These amendments will change the reporting methods to the SEC through the electronic-base instead of the paper-based form. These will decrease operating cost of the business operators and enhance the customer complaints' proceeding efficiency.

Subject to current regulations regarding business operators' customer complaints, the SEC has received many forms and contents defined by each business operator which takes time to process such data. Furthermore, delivering report in paper form also creates additional cost to business operators.

Therefore, the SEC has proposed amendments by requiring business operators to submit customer's complaints report via electronic system in accordance with the SEC's specific format. These amendments will enhance the efficiency for SEC having the complete and ready-to-use information to monitor the status of unresolved complaints and to plan for preventing the problem which may arise. Furthermore, these amendments will ensure the clients protection in suitable level and also reduce the burden of business operators by canceling the complaints report in paper form.

Besides, the aforementioned amendments will ensure that customers complaints will be proceeded and healed in case that such complaints are caused by business operators that do not comply with related regulations. Moreover, the business operators shall have in place system and procedure to protect the recurrent incidents.

For further details of this public hearing, please visit [www.sec.or.th/hearing](http://www.sec.or.th/hearing). The public hearing process will end on 30 November 2020.

-----

Remark: Regulatory Guillotine is the regulatory review of the existing laws and regulations. The reviewed laws and regulations that are not necessary or do not keep pace with situations or remain obstacles to living or occupations will be abolished or revised to lessen burden on people. By doing so, methods used must be done with speed, transparency, low costs with participation from all related parties.