

**SPEECH BY THE CHIEF EXECUTIVE OF THE NAIROBI STOCK  
EXCHANGE (NSE)  
MR. PETER MWANGI  
AT THE LAUNCH OF THE COMPLAINTS HANDLING UNIT (CHU)  
SMS SERVICE**

The Second Vice Chairman, Nairobi Stock Exchange, Mr. Job Kihumba

Invited guests,

All protocols observed,

I am pleased to invite you today as we mark the yet another step towards easing the communication between investors and the market place.

The activation of the SMS service that is linked directly to the Complaints Handling Unit (CHU) will now make it easier and more convenient for investors to contact the NSE.

It is important to realise that these various channels of communication that have opened up between market players and the investor base are aimed at addressing the information asymmetry.

Investor protection is premised on the need to have an educated investor base who understand the products traded at the bourse and the procedures governing transactions. So far, the statistics show that 30% of the queries received refer to a request for general information on processes. A further 14% relate to queries on dividend issues by shareholders.

The dedicated SMS short code, 8485, is ensuring that investors are not unduly hampered by geographical restrictions or time constraints. Activation of the dedicated SMS number 8485 will make the stock markets more approachable for investors, whether it is to lodge complaints or request for information. This will enhance their confidence, knowing that there is a dedicated channel backed by a skilled task force waiting to address their issues.

I also would wish to take this opportunity to thank the partners who have made the CHU a success thus far;

1. The Capital Markets Authority
2. The Central Depository and Settlement Corporation
3. The Kenya Association of Stock Brokers and Investment Banks
4. Listed companies
5. Registrars of various companies

Allow me now to invite Mr. John Wright Oichoe, an investor representative to address us.

**PETER MWANGI  
CHIEF EXECUTIVE**