

THE PROCEDURE FOR MEDIATING DISPUTES BY THE CSE MEDIATION PANEL

1. Receipt of a Complaint

- (a) The Complainant may refer a dispute to the CSE for mediation via a request for mediation in the format prescribed by the CSE via registered post or electronic mail as set out below:

(Name)
Chief Executive Officer,
Colombo Stock Exchange,
Level 04, West Block,
World Trade Center,
Colombo 01.

Email address: rajeeva@cse.lk

- (b) Upon the receipt of a complaint, the CSE, having satisfied itself that the complaint had been initially made to the Compliance Officer of the relevant Stockbroker and dealt with in terms of the applicable Rules shall notice the parties concerned that it intends to entertain the complaint for mediation.

2. Commencement of the Mediation Process

- (a) The CSE shall within one (01) week of notice being given to parties under 1 (b) above;
- i. Refer the complaint to the CSE Mediation Panel for mediation in terms of these Rules; and,
 - ii. the CSE Mediation Panel shall convene meetings of the parties to the complaint and seek to mediate the dispute.
- (b) The Stockbroker against whom a complaint has been made shall ensure that they are represented at the mediation proceeding by the Chief Executive Officer and the Compliance Officer.
- (c) All members of the CSE Mediation Panel shall be present at the meeting which shall be presided by the Chairman/Chairperson of the CSE Mediation Panel as decided by the Secretariat of the CSE.
- (d) The CSE Mediation Panel may invite any officials of the CSE to be present at the meeting in order to assist the CSE Mediation Panel as and when required.
- (e) The CSE Mediation Panel shall adopt procedures as it deems appropriate for the conduct of a mediation and all parties shall be afforded the opportunity to make representations and provide clarifications.

Unless otherwise agreed to by the parties, records of mediation proceedings shall be made by the CSE Mediation Panel and circulated amongst the parties.

3. Correspondence of the CSE panel involving the parties to the dispute

- (a) The CSE Mediation Panel shall ensure that all correspondence and material relevant to the dispute shall be shared between the parties to the dispute.
- (b) Unless otherwise permitted by the CSE Mediation Panel, the parties shall promptly provide in writing any information or clarification sought by the CSE Panel and in any event, not later than seven (7) days after the request is made.

4. Generating and reviewing options for agreement

The CSE Mediation Panel shall seek to;

- (a) facilitate a mediated settlement of dispute between the Complainant and the Stockbroker;
- (b) review each party's interests and assess suitability of the options generated in meeting each party's interests either in joint sessions or at private meetings with each of the parties to the dispute; and,
- (c) assist the parties to arrive at an amicable settlement to the dispute concerned.

5. Non-compliances with the Terms of Settlement

If any party to the dispute fails to comply with or violates the Terms of the Settlement at any time, the dissatisfied party may make a referral to the Dispute Resolution Panel without prejudice to the other rights in terms of Rule 2.3 of the Dispute Resolution Rules of the CSE Group.