

## Our commitment to you

At Standard Chartered Bank each of our customers is important to us, and we believe you have the right to a fair, swift and courteous service at all times.

If you feel unsatisfied with us in any way we would like you to inform us so that we can put matters right as soon as possible.

When we receive your complaint we will deal with it promptly, effectively and in a positive manner. If necessary, we will put in place preventative measures to help to avoid it occurring again and to improve the products and services offered to you.

To raise your concerns please follow the following procedure.

### Step 1

**Inform your usual bank contact and explain the issue in as much detail as possible together with a suggestion of how you think it may be resolved.**

- Call Telephone Banking on **600 5222 88** or Priority Banking on **04 800 4949**
- Visit your branch and speak to a Customer Service Representative or the Branch Service Manager.
- Contact your Relationship Manager or the Manager of the Department concerned.
- Email [HeadCustomerCareUnit.Uae@Sc.com](mailto:HeadCustomerCareUnit.Uae@Sc.com)
- Write to us at Complaints Management Unit, Standard Chartered Bank, Po Box 999. Dubai UAE.

### Step 2

If we are unable to resolve the matter immediately, we will give you a Complaint Reference Number and will contact you within 24 hours to confirm that we are investigating the matter and suggest a timeframe within which we expect the issue to be resolved.

We will endeavor to send a final response to you within 3 days of receipt of your complaint. If we are unable to provide you with a final response within this time frame, we will write to you explaining why and advise you of when you can expect a final response.

### Step 3

If more than 3 days from the date of your complaint has past and you haven't received a final response, or in the unlikely event that you are dissatisfied with the final response you have received you can write to the Head of Customer Care Unit, Standard Chartered Bank, PO Box 999. Dubai, UAE who will address any outstanding issues and will actively work with you toward a solution.