Complaints & Consumer Grievances Policy

For

Pak Oman Investment Company Limited

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EXECUTIVE SUMMARY

Pak Oman Investment Company Limited (POICL) is committed to providing high-quality customer service and ensuring prompt resolution of customer complaints and grievances. This policy establishes a structured mechanism for receiving, handling, monitoring, and resolving customer complaints in a fair, transparent, and timely manner.

The policy aligns with the State Bank of Pakistan's requirements, particularly the **BC & CPD Circular No. 1 of 2016**. It aims to strengthen customer confidence while improving service delivery and operational processes.

1. DEFINITIONS

Board of Directors	The Board of Directors (BoD) is the highest governing body of the POICL. It is responsible for providing strategic direction and oversight, as well as ensuring compliance with applicable laws and regulations.
Complaint	Any written or verbal expression of dissatisfaction made by a customer regarding a product, service, or staff conduct provided by POICL.
Consumer /Customer	Any individual or entity availing financial products or services from POICL.
Complaint Management Function (CMF)	A dedicated function responsible for receiving, recording, investigating, and resolving customer complaints.

2. OBJECTIVE AND SCOPE

In the current business landscape, excellence in customer service is the most important tool for sustained growth. Customer complaints are part of the business Operation of any corporate entity, and more so for any financial institution, as customer service is its basic pillar. As a service organization, customer service and customer satisfaction are of prime concern to POICL.

This policy document aims to minimize customer complaints and grievances through effective service delivery and review mechanisms, and to ensure prompt redressal of customer concerns. The mechanism will also help identify shortcomings in product features and service delivery.

3. POLICY STATEMENT

POICL is committed to treating all customers fairly and to resolving complaints promptly, transparently, and impartially.

The Company shall maintain an independent complaint & consumer grievance handling mechanism (CGHM) under Compliance to ensure efficient grievance redressal, proper escalation, and regulatory compliance. Complaint data shall be regularly monitored and reported to Management and the Board, and corrective actions shall be taken to enhance service quality and protect the Company's reputation. The Policy should be reviewed periodically and implemented through a formally approved Standard Operating Procedure (SOP).

4. POLICY GUIDELINES

In line with SBP's BC & CPD Circular No. 1 of 2016 dated February 29, 2016, and the Objective and Scope for the subject policy, the following shall be the guiding principles of customer management and dealing with customer complaints & grievances**:**

- Customers must always be treated fairly
- Complaints raised by customers are dealt with courtesy and on time
- Customers are fully informed of ways to escalate their complaints/grievances within the organization and their rights to an alternative remedy. If they are not fully satisfied with POICL's response to their complaints, they may escalate the complaint to the Sunwai portal channels made available by the State Bank of Pakistan.
- POICL will treat all complaints efficiently and fairly, as they can damage the Company's reputation and business if handled otherwise.
- The policy document is available on the Company's website.

Accordingly, to implement this policy, POICL shall establish the following framework:

- A dedicated email ID & link is provided on POICL web portal for customers to lodge any complaint.

- The Compliance Department shall review the complaint & evaluate the matter with respect to its merit. The Complaint shall be sent to the concerned department for its response & facts gathering.
- After receiving reply from the relevant department the Compliance Department shall evaluate the issue & prepare a suitable response for customer.
- Management's Compliance & Control Committee shall receive periodic reports (every quarter) about complaint types along with their redressal time and root cause analyses that having material significance.
- Reply & necessary action shall be taken by Compliance department for appropriate closure of the matter.
- Management shall take measures to translate customer experience consolidated through this function into the development and improvement of products, services, processes, and delivery channels.

5. MONITORING AND ASSESSING COMPLAINT HANDLING MECHANISM

The complaint handling mechanism shall be subject to internal audit at least annually, and any deviation or noncompliance with internal procedures and Legal/regulatory requirements shall be recorded and reported to the Board of Directors (BoD).

The Compliance Department shall periodically analyze complaint trends and root causes to identify systemic issues and recommend corrective actions to improve products, services, and operational processes.

In addition to the Internal Audit's annual audit, POICL shall conduct a Consumer Satisfaction Survey to measure customers' satisfaction with the grievance-handling mechanism in place at their end. This should be done at least once every two years. Findings of such surveys must also be reported to the Board of Directors, and remedial steps should be taken thereon to address the defective service areas.

6. ACRONYMS

BOD	Board of Directors
CGHM	Consumer Grievances Handling Mechanism
POICL	Pak Oman Investment Company Limited
SBP	State Bank of Pakistan
SOP	Standard Operating Procedure

7. POLICY AMENDMENT & REVIEW

Any amendment to this policy shall be approved by the Board of Directors upon recommendation of the Head of Compliance and Chief Internal Auditor. The Policy shall be reviewed at least once every 3 years by the Board of Directors.

The policy shall be implemented through a Standing Operating Procedure (SOP), which shall be prepared/updated by the POICL's Senior Line Management under the lead of the Compliance Head.

8. VERSION CONTROL AND OWNERSHIP

Version	Date	Approved By	Next Review on or before	Remarks
1.4	10-4-2026	Board of Director	10-04-2029	Revisit

Policy Owner: **POICL**

Custodian: Compliance Department

Distribution: Company-wide upon approval