

## **COMPLAINTS PROCEDURE FOR DISTRIBUTION TO CLIENTS**

### **Complaints Procedure of European Islamic Investment Bank Plc**

We regard any expression of dissatisfaction from or on behalf of any client to be a complaint irrespective of whether it is made orally or in writing or whether it is justified or not.

We will provide a copy of this procedure to the client after the sale of our products.

On receipt of a complaint from any source, we will pass the details to the Compliance Officer for acknowledging and for further investigation.

We regard a complaint as:-

- a) an expression of dissatisfaction from an eligible complainant i.e. a depositor or professional client;
- b) relating to a regulated activity;
- c) where the complainant who has or may suffer financial loss, material distress or significant inconvenience; and
- d) a matter which could not be resolved by an apology on the day following notification.

All complaints are treated and recorded in the same way.

We acknowledge all complaints as soon as practical. If we receive an oral complaint, we will refer in our letter of acknowledgement to the matter complained of and will detail our understanding of this for you, the complainant, to confirm the accuracy of this.

If your complaint relates to a product that this firm arranged for you, but the matter is the responsibility of the product provider rather than our firm, we will refer the matter to the product provider and will write to you to confirm this, together with contact details for the provider concerned.

The Compliance Officer will review the details surrounding the matter complained about and will examine the file and any other relevant

information. If the complaint is in respect of business arranged by or relating to our Compliance Officer, another senior employee will investigate.

Once the investigation is completed, we will write to you with our appraisal of the matter, our final decision and the nature and terms of any settlement, if applicable. If we decide that an offer of redress is appropriate, any compensation we offer will be a fair offer taking all the facts into account.

Be assured that we treat all complaints very seriously and that we will conduct a full review and conclude all matters to the mutual satisfaction of the parties as quickly as possible, maintaining appropriate records at all times.

You are reminded that should you not be satisfied with our final decision, you can escalate your complaint directly to the Financial Ombudsman Service (FOS) within six months of our final decision.