


JAIZ BANK SHAREHOLDERS ENQUIRIES AND COMPLAINT MANAGEMENT POLICY

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INTRODUCTION

This Shareholders Enquiries and Complaint Management Policy (“the Policy”) sets out the circumstances under which the shareholders of Jaiz Bank Plc. (“the Bank”) may contact the Bank for enquiries regarding their equity holdings or other concerns they might have in that respect; the manner in which they may contact the Bank; and the enquiries and complaint handling procedures of the Bank specifically for shareholders. The Policy further provides guidance for the individuals that have been charged with the responsibility for addressing shareholders’ enquiries and concerns for carrying out their mandates in the most efficient and effective manner.

The Policy is in line with the Securities and Exchange Commission (SEC) rules relating to the Complaints Management Framework of the Nigerian Capital Market and the implementing circular issued by the Nigerian Stock Exchange (NSE). This policy therefore does not cover complaints by the Bank’s customers, suppliers, and or contractors, or such other complaints falling outside the purview of the said NSE circular. Furthermore, the Policy does not cover the enquiries and complaint handling procedures of the Bank’s Registrars, African Prudential Limited. The contact details of the Bank’s Registrars are contained in this policy, and shareholders are encouraged to contact them in order to get themselves acquainted with their procedures.

SCOPE AND OBJECTIVES OF THE POLICY

The Key objective of this Policy is to provide information and guidelines for handling complaints and or enquiries from the Bank’s shareholders. This Policy recognizes the obligation of the Bank to provide shareholders with timely access to relevant information regarding their Bank and equity holdings, address the concerns of shareholders efficiently and fairly. It provides clear and detailed procedure through which shareholders may file complaints or make enquiries, as well as the Bank’s procedures for acknowledging and addressing those complaints. It further provides the timeline within which a given enquiry or complaint shall be addressed.

DEFINITIONS

Unless otherwise described in the Policy, the following terms and definitions apply throughout this policy:

- ‘Shareholder’ means the registered holder of ordinary shares in Jaiz Bank Plc.
- ‘Competent Authority’ means the Nigerian Stock Exchange.

NATURE OF COMPLAINTS

The possible categories of complaints are not exhaustive. However, they include the following:

- i. Non-receipt of notice of meetings and Annual Reports thereon.
- ii. Non-receipt of dividend.
- iii. Non-receipt of Share Certificates.

ENQUIRIES AND COMPLAINTS PROCEDURES

The Bank has established various channels through which shareholders may engage it, and or access relevant information relating to their equity holding in the Bank as highlighted below:

Visiting the Bank's Website

Shareholders may visit the Bank's website at www.jaizbankplc.com to view detailed information about the Bank, including but not limited to the Bank's Annual Reports; Quarterly Management Accounts; Notices of General Meetings; and other important activities of the Bank from time to time, as well as update their data using the applicable form on the website. Shareholders may also log in their complaints or make enquiries on the Bank's website, using the "Contact Us" form.

Contact our Registrar

Shareholders who wish to make enquiries or log complaints concerning their shareholding are encouraged to contact the Bank's Registrars, **African Prudential Limited** (contact details provided below). The Registrars manage and update all the registered information relating to shareholdings, including shareholders' names; payment of dividend; distribution of Annual Report and company's meeting notices; distribution of share certificates and e-allotment; change of shareholder's address, mandate and name; filing of caution on shares and e-dividend mandate among others.

The Web Registry Platform

This is a web based platform provided by the Bank's Registrars to the Bank's shareholders.

The platform afford shareholders the opportunity to enjoy the following services for a token fee:

- i. Ability to generate, print or export their Statement of Shareholding.
- ii. Access to view certificate details, including dividend and other transaction history on-the-go.

- iii. Ability to initiate certificate dematerialization request and follow up on the status of the request independent of the stock broker, prior to the broker submitting the physical documentation to the relevant persons.
- iv. Ability to change or update data/contact address on-line without interfacing with Registrar.

How to Access the Web Registry Service

Visit the Registrars' website – www.africaprudential.com to download the Web Registry Service Application form and follow the detailed instructions for application.

Investor Relations Desk at our Head Office

Shareholders can visit our Investor Relations Desk at our Head Office and submit their completed enquiry forms or complaint letters. They can also submit their completed forms or complaints at any of our branches nation-wide for onward transmission to the Investor Relations Unit for resolution or for submission to the Registrar as the case may be. Furthermore, shareholders may elect to email us their complaints or completed forms at investorrelations@jaizbankplc.com. The Investor Relations contact telephone number through which shareholders may reach us is provided in this Policy below. In addition, Shareholders may send us letters or enquiries by post to the address stated in this Policy below.

Customer Care Centre

Shareholders can channel their complaints through our Customer Care Centre on 07080635555. The complaints would then be forwarded to the Investor Relations Desk for resolution.

Jaiz Bank Branch Offices

Shareholders can visit any of our branches and submit their completed forms or complaint letters which would subsequently be transmitted to the Investor Relations Unit for resolution or referenced to the Registrar as the case may be.

ENQUIRIES AND COMPLAINTS TO THE BANK'S INVESTOR RELATIONS UNIT

Jaiz Bank is committed to responding to shareholders' enquiries and complaints fairly and promptly, whether by email, telephone or post. The following actions will be taken upon receipt of an enquiry or complaint:

1. Complaints received by e-mail shall be acknowledged by e-mail within two (2) working days. Where complaints are received by post the Bank shall respond within five (5) working days of the receipt of the complaint. The Bank will respond using the same or similar medium that was used for the initial enquiry unless otherwise notified or agreed with the shareholder. The acknowledgement letter will typically contain the following information:
 - a. Details of how the complainant will be updated on the complaint status.
 - b. Name, designation and direct contact of the officer addressing the complaint.
 - c. Complaint Management and Resolution Procedure and Requirements.
 - d. Anticipated closure time.
2. The Bank shall endeavor to resolve all complaints received by it within ten (10) working days (upon the shareholder meeting all conditions precedent) and notify the Competent Authority within two (2) days of the resolution.
3. Where the complaint is not resolved within the given time frame, the Complainant may refer the complaint to the Competent Authority within two (2) working days of the expiry of the time frame, enclosing a summary of events leading to the referral and copies of relevant supporting documents.

RECORDING OF ENQUIRIES AND COMPLAINTS AND REPORTING

The Bank shall maintain an Electronic Register for Complaints and Enquiries. The register shall contain the following information:

- o The date that the enquiry or complaint was received;
- o Name of the shareholder;
- o Telephone number, e-mail address or other contact details;
- o Nature of enquiry or complaint;
- o Details of enquiry;
- o Whether there is any cost associated;
- o Action taken;
- o Copy of all correspondence sent to the shareholder;

- Remarks and Comments.

The Company Secretary shall render quarterly report to the Board on the implementation of this policy through the Board Governance, Remunerations, and Nominations Committee. The Company Secretary shall compile and file electronic copies of the report to the Nigerian Stock Exchange on a quarterly basis at ir@nse.com.ng or any other e-mail address as may be advised by the Nigerian Stock Exchange.

LAISON WITH THE BANK'S REGISTRAR

In investigating a shareholder's enquiry, complaint or feedback, the Bank may liaise with the Registrar. If necessary, the Bank's engagement with the Registrar will include:

- a. Determining the facts;
- b. Determining what action has been taken by the Registrar (if any); and
- c. Coordinating responses with the assistance of the Registrar.

CONDITIONS FOR CLOSURE OF COMPLAINT

The Bank shall consider a complaint closed in any of the following situations

- a) When the Bank has fully complied with the shareholder's request;
- b) Where the shareholder has accepted the Bank's response;
- c) Where the shareholder has not responded to the Bank within 4 weeks of receiving the letter of closure;
- d) Where the Bank's Company Secretary General Counsel has certified that the Bank has met its contractual, statutory or regulatory obligation with respect to the complaint;
- e) Where the shareholder reverts with a fresh complaint after a letter of closure has been sent.

REGISTRAR'S CONTACT DETAILS

The Bank's Registrar, African Prudential Limited may be contacted through the following means:

Office Address

Plot 220B, Ikorodu Road

Palmgrove, Lagos

Nigeria

Telephone: +234 (70) 80606400

E-mail: cfc@africaprudential.com

THE BANKS INVESTORS RELATIONS UNIT

Shareholders seeking more information about the Bank may contact the Bank's Investor Relations Units at:

Investor Relations Unit

Jaiz Bank Plc.

Plot 73, Ralph Shodeinde Street

Central Business District

Abuja, FCT

Telephone: +234 (81) 06705793

Email: investorrelations@jaizbankplc.com

PUBLICATION

This policy is available on the Bank's website at www.jaizbankplc.com and will also be published in the Bank's Annual Report as required by the relevant SEC Rule.

RESOURCES

The Bank shall provide sufficient resources so that shareholders enquiries and complaints may be dealt with adequately and in an efficient and timely manner.

CHARGES AND FEES

Wherever possible and subject to statutory requirement, the Bank will not charge shareholders for making enquiries, giving feedback, providing a response or for any aspect in the course of resolving a shareholder's matter. The Registrar may however reserve the right to charge the shareholders for value adding services.