



شركة رافعات الخليج للإيجار التمويلي
Gulf Lifting Financial Leasing Co.

CUSTOMER CARE POLICIES AND PROCEDURES

- Customer Care Department -

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Chapter 1 / Introduction

1. Definitions:

Customer Care: The process through which the satisfaction of the customer is ensured for the financial services provided by the financing company.

Financing: Granting credit by contract for the activities stipulated in the system and regulation.
Financing Company: The company that has a license to practice one or more of the financing activities stipulated in the Financing Companies Control System and its Executive Regulation.

License: The authorization issued by the Saudi Arabian Monetary Authority to a company to practice the financing activity.

Financing Activity: One or more of the financing activities stipulated in the system or any other financing activity approved by the Saudi Arabian Monetary Authority.

Customer: The natural person to whom the products and services of financing companies are directed.

Complaint: Any objection or grievance submitted to the financing company as a result of any breach that leads to its non-compliance with the provisions of the financing agreement / or the relevant systems and instructions.

Complaint Handling: Following effective measures and procedures to deal with customer complaints and handle them within a specified period.

Board of Directors: The Board of Directors of the financing company.

System: The Financing Companies Control System.

Regulation: The Executive Regulation of the Financing Companies Control System.

Governor: The Governor of the Saudi Arabian Monetary Authority.

Disclosure: Disclosure of information and data in a clear and credible manner.

Consulting: Obtaining advice from an individual or qualified entity after taking into account the client's personal circumstances and goals.

Financing Agreement: A contract that grants credit for the activities stipulated in the system and regulation.

Installment: The total amount that the customer is required to pay, distributed over the term of the financing agreement after deducting expenses and non-recurring costs, such as fees and commissions.

Term Cost: The value of the term imposed on the beneficiary under the financing agreement from the amount of financing provided to the customer, expressed as a fixed or variable annual percentage.

Total Financing Cost: The costs that the customer is required to pay other than the amount of financing in accordance with the provisions of the financing agreement, and includes the term cost, fees, administrative costs, insurance, and any expenses necessary to obtain financing.

Outsourcing to a Third Party: An arrangement that requires a third party (such as a service provider) to provide a service that was previously provided by the financing company.

2- Scope of the Policy:

2.1 The customer care policy is communicated to all employees by email, and it is also included on the official website of Gulf Lifting Financial Leasing Company.

3- Objective of the Policy:

3.1 The policy was developed based on a circular from the Saudi Arabian Monetary Authority to establish an independent department called the "Customer Care Department".

3.2 This document details the policy of Gulf Lifting Financial Leasing Company in the process of resolving complaints, from their receipt to the final response to the customer.

3.3 Gulf Lifting Financial Leasing Company Customer Care Department Policy clarifies the procedures and principles on which the company is based

3.4 Clarify in detail the rights and responsibilities of each party, clarify the penalties, risks, and termination mechanism and its implications in line with the regulations, regulations and instructions issued by the Saudi Arabian Monetary Authority and ensure that other related systems are taken into account.

3.5 We also always strive to comply and provide high-quality services, so your suggestions and comments are of interest to us.

Chapter 2 / Principles for Protecting the Customers of Financing Companies

4 - Financial Protection for Customers in Saudi Arabia:

4.1 The Saudi Arabian Monetary Authority (SAMA) supervises banks, financing companies, insurance companies, money exchange companies, and credit information companies, and works to protect the interests of customers and ensure that financial institutions deal with customers in a professional and fair manner.

4.2 SAMA became responsible for monitoring and supervising financing companies under the Financing Companies Control System issued on August 13, 2013.

4.3 In view of the growth and development of the financial sector in the Kingdom, SAMA is making efforts to amend and issue new standards to develop principles for protecting the customers of financing companies.

4.4 One of the strategic objectives of SAMA is for customers who deal with financial institutions under its supervision to receive fair and transparent treatment, and for customers to obtain financial services with ease, at an appropriate cost, and of high quality.

4.5 SAMA issued a circular on the principles for protecting the customers of financing companies. These principles are binding on financing companies and are complementary to the relevant instructions and regulations.

5 - General Provisions

The general provisions stipulated in the Executive Regulation of the Financing Companies Control System issued by the Governor on April 14, 2013.

5.1 No discrimination in dealing with customers based on race, religion, disability, or any other form of discrimination.

5.2 SAMA is responsible for regulating the financing sector and supervising the activities of financing companies.

5.3 Financing companies are not allowed to engage in any financing activity unless they have obtained a license from the Saudi Arabian Monetary Authority (SAMA).

5.4 Financing companies that are licensed to engage in financing activity must comply with the requirements, regulations, and rules issued by SAMA for this financing activity.

5.5 Financing companies must take into account humanitarian cases when dealing with customers who are facing emergency financial difficulties.

6 - General Principles:

6.1 Fair, honest, and equitable treatment in all stages of the relationship between the financing company and the customer.

6.2 The information on financing products provided to customers must be updated and disclosed in a transparent, clear, and concise manner.

6.3 Financing companies should promote financial literacy and develop customer skills to obtain the appropriate financing products for their needs. They should also raise customer awareness to help them understand the risks and direct them to the appropriate authority to obtain information.

- 6.4 Work in a professional and responsible manner in compliance with work ethics and behaviors.
- 6.5 Apply control measures and security procedures to monitor financing operations and protect them from fraud and misuse.
- 6.6 Protect customer financial information and maintain their privacy. Customer financial information should only be used for professional purposes with the customer's consent.
- 6.7 Provide a suitable mechanism for customers to submit their complaints. Complaints must be processed without delay in accordance with the relevant instructions.
- 6.8 Assisting customers in researching and comparing the best financing services, prices, and providers to make the right decision.
- 6.9 Financing companies should use preferred communication channels such as email, text messages, and modern visual and audio media channels to market financing products to customers using methods that are in line with the regulations issued by the Saudi Arabian Monetary Authority.
- 6.10 Financing companies should verify the commitment of third parties and that they are working in the best interests of their customers.
- 6.11 Taking care to provide adequate human and operational resources to implement the work and serve customers.

Chapter 3 / Main Obligations

7 - Before concluding a financing agreement:

- 7.1 Financing companies should have a suitable system through which they can obtain the necessary information from customers to assess their needs for financing products and provide offers that are tailored to the needs of each customer.

7.2 Financing companies should provide customers with advice in choosing the appropriate financing service for them.

7.3 Financing companies are required to provide the customer with a copy of the agreement before signing it to review it and ensure that it includes all the essential and necessary information and all the annexes to the agreement.

7.4 Financing companies must obtain a request from the customer through secure communication channels before granting new financing.

7.5 Financing companies are required to disclose all aspects of the financing service required by the customer and provide them with the terms and conditions of the financing product.

7.6 Disclose to customers the procedures taken in the event of the death of the customer.

7.7 Disclose any insurance coverage and compensation mechanism in the event of damage to the financed asset so that the customer can make the appropriate decision.

7.8 If a financing company rejects a customer's request for a financing service, the reason for the rejection must be communicated to the applicant by one of the secure communication channels within 5 working days.

7.9 Financing companies should clarify the purpose of obtaining the financing product and document it.

7.10 Financing companies should provide each party to the contract with a copy of the financing agreement and all annexes within 10 working days.

7.11 Financing companies must examine the customer's credit history after their approval to verify their financial suitability and document it.

8 - After concluding a financing agreement:

8.1 Financing companies must issue a release letter to the customer in the event that the customer pays the full amount of the financing within 7 working days.

8.2 Financing companies must provide the customer with a free statement of transactions on a quarterly basis showing the payments made and the payments remaining to be paid if the

customer requests it.

8.3 Financing companies must provide the customer, upon request, with a free detailed account statement that includes all fees, term costs, and additional costs in the event of default or early repayment.

8.4 Financing companies and their representatives are not entitled to take any illegal action to recover the amounts due to them.

9 - Company's Principles and values:

9.1 Updating the information on our financing products and services so that they are clear and concise for the customer.

9.2 Our commitment to maintaining the confidentiality of our customers' financial and personal data. It is only used for professional purposes with the customer's consent, and it is not disclosed to a third party without the permission of the responsible authorities.

9.3 Gulf Lifting Financial Leasing Company has a strict administrative system for dealing with complaints to ensure that the complainant is not harmed.

9.4 Gulf Lifting Financial Leasing Company is keen, when processing complaints, to provide appropriate explanations and apologize to the customer if the error is from us and to take corrective action immediately.

9.5 Gulf Lifting Financial Leasing Company is committed not to withhold any information that may be influential for any party to the agreement.

9.6 Gulf Lifting Financial Leasing Company is committed to drafting a financing contract in writing or electronically between the financing company and the beneficiary.

9.7 We are committed to notifying the beneficiary in a secure communication method of any change in the term cost at least two months before the change.

9.8 We are committed to the strategies that we work with in the company in application of what is stated in the internal governance rules for financing companies.

9.9 We adopt an internal organizational policy that includes a description of the organizational structure and procedures for each department in the company.

9.10 If a product is advertised, we make sure to clarify and explain everything related to the product such as symbols, name, and logo.

10 - Approved Procedures:

1.10 The policy and procedures in place for resolving complaints are approved by the Board of Directors of Gulf Lifting Financial Leasing Company.

2.10 The policy is updated and amended in accordance with the relevant regulations and instructions issued by the Saudi Arabian Monetary Authority and the aspirations of Gulf Lifting Financial Leasing Company.

3.10 Any changes made to this document are notified to the customer according to the principle of clarity and transparency and in application of the instructions issued by the Saudi Arabian Monetary Authority and the commitment to the principles of protecting the customers of financing companies.

Chapter 4 / Complaints

11 - Definition of a complaint:

11.1 Any objection or grievance submitted to the financing company as a result of any breach that leads to its non-compliance with the provisions of contracts, agreements, and related instructions.

12 - Procedures for documenting a complaint:

12.1 Complaints are received through several channels in the company, including email, recorded calls through the toll-free number, technical support on the official website, in-person visits, as well as receiving complaints through our social media channels and complaints received from the official website of the Saudi Arabian Monetary Authority.

12.2 All complaints are recorded with the Customer Care Department.

12.3 Upon receipt of the complaint, the customer will receive a notification from the Customer

Care Department that the complaint has been successfully received via email or text message. The customer will also be contacted within 48 working hours.

12.4 The Customer Care Department will verify and study the complaint data and then forward it to the relevant department.

12.5 If the complaint is about an employee, it will be assigned to the employee's direct manager to take the necessary action and resolve the complaint.

12.6 After 48 working hours, the complainant will be notified by email or text message of the final response.

12.7 If the investigation of the complaint requires more than 7 working days, the customer will be notified by email of the latest developments and that the complaint has been escalated.

12.8 When the complaint is resolved, the customer will be contacted by phone, email, or text message.

12.9 When the complaint is resolved, a survey is sent to measure the customer's satisfaction with the quality of service provided.

13 - Escalating a complaint

13.1 If it takes more than 7 working days to resolve a complaint, it will be escalated to the CEO.

13.2 When the complaint is resolved, the customer will be contacted by phone, email, or text message and informed of the final solution.

13.3 If the customer does not accept the settlement that has been offered, they will be notified that the complaint will be escalated internally to senior management to take appropriate action. The customer also has the right to escalate the complaint to the relevant authorities as they see fit, such as the Customer Protection Department.

14 - Complaint processing process

- 1. Document and record the receipt of the complaint from the company's various channels, communication applications, and the Saudi Arabian Monetary Authority website.**
- 2. Notify the customer of the successful receipt of the complaint via email, text message, or technical support. The customer will also be contacted within 48 working hours.**
- 3. Study the complaint data internally by the Customer Care Department or transfer it to the relevant department if necessary, while taking care to adhere to the specified period for processing the complaint.**
- 4. Communicate with the customer and ensure that they are informed of the processing of their complaint, with the emphasis on delivering all relevant documents to them if necessary.**
- 5. Measure the customer's satisfaction.**
- 6. Save and close the complaint.**

- The customer's complaint is investigated and processed within a maximum of 10 working days and will be contacted by the Customer Care Department within the specified period.

16- Customer satisfaction questionnaire:

Services	Satisfied	Normal	Unsatisfied
How satisfied are you with your experience with Gulf Lifting Financial Leasing Company?			
Are you satisfied with your experience in reaching the customer care department?			
How clear is the response to the complaint submitted by you?			
How satisfied are you with the processing time for your complaints/inquiries?			
How satisfied are you with the behavior of the customer service representative?			

17 – Notification’s Content- receipt of the complaint:

- Sent to the customer upon receipt of the complaint

Dear Customer,

Greetings,

Thank you for contacting Gulf Lifting Financial Leasing Company. We would like to inform you that your complaint number 0000 is of our concern and will be contacted by our customer service representatives within 48 working hours.

- In case of any inquiries, you can contact us on the number 8003040101.

18 - Notification's Content - complaint completion:

- Sent to the customer after 3/7 working days

Dear Customer,

Greetings,

Thank you for contacting Gulf Lifting Financial Leasing Company. Regarding your complaint number 0000, it has been processed and you have been informed of the results via email/call.

In case of any inquiries, you can contact us on the number 8003040101.

